

**INVITATION FOR EXPRESSION OF INTEREST  
FOR  
STRATEGIC PARTNERSHIP  
FOR TELE-MEDICINE/ TELE-RADIOLOGY**

by



## **DISCLAIMER**

HLL Infra Tech Services Limited (HITES) has prepared this document to give interested parties background information on the Project. While HITES have taken due care in the preparation of the information contained herein and believe it to be accurate neither HITES, nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors gives any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely on the information in submitting an EOI. The information is provided on the basis that it is not binding on HLL Infra Tech Services Limited, any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

HITES reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Project further with any party expressing interest.

No reimbursement of cost of any type will be paid to persons or entities expressing interest.

## INVITATION OF EXPRESSION OF INTEREST

**HLL Infra Tech Services Limited (HITES)**  
**(A Fully owned Subsidiary of HLL Lifecare Ltd)**  
**B-14-A, Sector -62, Noida – 201307** URL: [www.lifecarehll.com/hites](http://www.lifecarehll.com/hites)  
Email: [hites@lifecarehll.com](mailto:hites@lifecarehll.com) Phone: 0120-4071500 Fax: 0120-4071513

EOI No: **HITES/NOIDA/TMTR/2015**

Date: 21.09.2015

HLL Infra Tech Services Limited (HITES) invites sealed applications from reputed/eligible service provider for empanelment/ engagement of Strategic Partner(s) for Tele-Medicine/ Tele-Radiology across India.

### 1. Important Dates

Sl. No.	Description	Schedule
i.	Cost of the EOI document ( Rs. 1,000/-) and EOI processing fee (Rs.5,000/-)	Rs. 6,000/-(Non refundable)
ii.	Closing date & time for receipt of EOI	31.10.2015 at 1430 Hrs
iii.	Time and date of opening of Technical Quote	31.10.2015 at 1500 Hrs
iv.	Venue of Opening of EOI and to obtain further information	HLL Infra Tech Services Limited, B-14A, Sector-62, Noida - 201307

- Interested applicant may download the EOI documents from the website [www.lifecarehll.com](http://www.lifecarehll.com) and submit the EOI along with the required non-refundable fee as mentioned in Para -1, above. Interested applicant may obtain further information about this EOI from the office of HITES.
- Applicants shall ensure that their EOIs, complete in all respects, are dropped in the Tender Box located at HLL Infra Tech Services Limited, **B-14-A, Sector -62, Noida – 201307, Uttar Pradesh** on or before the closing date and time indicated in the Para 1 above, failing which the EOI's will be treated as late and rejected.
- In the event of any of the above mentioned dates being declared as a holiday / closed day for the purchase organization, the EOI will be received / opened on the next working day at the appointed time.
- The applicants are requested to regularly check the website mentioned in para.2 above since any further amendments/ notification will be published in this website only.
- Last date for seeking clarification, if any, shall be 7(Seven) days prior to the schedule date of opening.

**CEO**  
**HLL Infra Tech Services Limited**  
**B-14-A, Sector – 62, Noida – 201307**

**INVITATION OF EXPRESSION OF INTEREST  
FOR**

**APPOINTMENT OF STRATEGIC PARTNERSHIP FOR TELE-MEDICINE / TELE-RADIOLOGY**

**BRIEF ABOUT HITES:**

**HITES is a fully owned subsidiary of HLL Lifecare Limited (HLL).** In the year 2014, the services divisions of HLL viz. Infrastructure, Procurement and Facility Management Divisions, have been carved out from HLL to form a new subsidiary company **HLL Infra Tech Services Limited (HITES).**

HLL, previously known as Hindustan Latex Limited, is a Mini Ratna Central Public Sector Enterprise (CPSE) wholly owned by the Govt. of India, under the administrative control of Ministry of Health & Family Welfare (MoHFW).

HLL has been consistently making profit for the last three decades. HLL is now on a fast growth mode and plans to position itself as one of the leading players in the Global Health Care sector addressing various healthcare challenges and fulfilling the healthcare needs of the world in the next five years. Based on the focused efforts at developing and providing health related products and services of requisite quality in a timely manner, HLL has already earned a pride of place in the realm of public health. HLL was awarded **Mini Ratna** Status during 2006-07 and upgraded as a **Schedule B** Central Public Sector Enterprise in recognition of the company's immense contribution to the healthcare sector.

**Following are the services provided by HITES:-**

**Procurement Consultancy**

HITES provides Procurement and Consultancy Services to Government of India, State Governments and other institutions for procuring a range of healthcare and hospital products, equipment and services. It is designated as a National Procurement Support Agency (NPSA). With a team of highly qualified and experienced professionals, it has proven expertise to undertake consultancy assignments including bid process management, procurement of goods and stores, as well as project planning and monitoring.

**Infrastructure Development Consultancy**

The Infrastructure Development Division is for development of medical and allied infrastructure facilities. The Infrastructure Development Division has undertaken the Upgradation of various Medical Colleges all over India and is in-house consultant for the setting up of the six AIIMS like Institutes.

**Facility Management Division**

Apart from Construction, HITES also provides facility management services viz Operation & Maintenance of Building utilities, Housekeeping, Pest Control, Security, Horticulture and Manpower supply for Nursing orderlies, Registration, Data Entry etc, for various Central and State Government Hospitals and Government Institutions

### **The Bio Medical Engineering Services (BME) division**

The Bio Medical Engineering Division is having strength of around 40 Bio Medical Engineers takes care of Testing & Calibration, Third Party Inspection, Specification Portal and Biomedical Equipment Maintenance.

#### **1. PURPOSE TO EMPANEL/ ENGAGE STRATEGIC PARTNER(S) FOR TELE-MEDICINE/ TELE-RADIOLOGY**

In the past few years, Services divisions have under gone capacity building and are capable to take any project in the field of health care service with commitment to deliver in time. Now services division proposes to engage experienced Strategic Partners for Tele-Medicine/ Tele-Radiology for exploring new business opportunities.

Therefore, HITES invites applications for empanelling/engaging Strategic Partners for Tele-Medicine/ Tele-Radiology who have experience and capability in providing such services.

#### **2. SCOPE OF WORK**

The tentative scope of work for Tele-Medicine/ Tele-Radiology could be as under:

- a. To build necessary infrastructure network across India
- b. To procure, supply, install, commission and maintain equipment
- c. to provide human resources including specialists
- d. to run and operate
- e. to provide technical support services
- f. to procure and maintain software for transmission of clinical data and images as required in specific project(s)

#### **SERVICES TO BE PROVIDED:**

- To provide the services as per the scope mentioned above.
- To take up assignment of Tele-Medicine/ Tele-Radiology as per the scope and terms & conditions defined from work to work and from project to project on back to back basis from HITES.
- To ensure recovery system for data and software in case of disaster.

Note: The above scope and services are in general. Actual scope of work & services to be provided for Tele-Medicine / Tele-Radiology will be issued from work to work and project to project. The empanelled agencies are required to take up the work on back-to-back basis from HITES for further engagement.

#### **3. ELIGIBILITY CRITERIA**

The Eligibility Criteria for selection of Strategic Partner(s) is as under:

<b>1</b>	Legal	The Bidder must be a registered company under the Companies Act, 1956 or a partnership firm registered under Partnership Act
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		or a Proprietorship firm. The bidder should be registered with the Service Tax department and carry a valid PAN. If the firm is carrying out other activities like sale of resources etc. VAT/ Sales Tax registration will be essential.
2	Technical	<p>1. The bidder must have at least 3 years experience in Supply, Installation, Testing, Commissioning and Maintenance of Tele-Medicine/ Tele-Radiology softwares, Hardware, support Services and Infrastructure Setup components using latest technologies.</p> <p>2. Experience on installing and maintenance of Hospital MIS/ LIS/ HIMS for at least one hospital with 100 bedded capacity.</p>
3	Financial	Certified Copy of Audited Balance Sheet and Profit and Loss indicating net worth of the company during the last 3 financial years should be enclosed.

#### 4. CONFLICT OF INTEREST

The selected Strategic Partner shall not engage in activities that are in conflict with interest of the client (HITES) under the assignment and they would not engage in any contract that would be in conflict of interest with their current obligations.

#### 5. DOCUMENTS REQUIRED

- Registration details of the constitution of the firm/ incorporation details.
- Documentary proof (order copies/ authentic certificate) that you are in business of Tele-Medicine. Tele-Radiology for last three years.
- Order copies and certificates of providing services to at least one hospital with 100 bedded capacity.
- Brief presentation of your enterprise including number of staff, turnover, year in business.
- Organization structure and CVs of key team members;
- Relevant past project experience in the region etc.;
- Balance sheet/ annual report for last three financial years;
- Copy of Certificates and license owned by Company viz. ISO and other quality related license/certifications.

#### 6. IN ADDITION TO THE ABOVE THE APPLICATION SHALL CONTAIN THE FOLLOWING:

- i. Cost of the EoI document (Rs. 1,000/-) and EoI processing fee (Rs.5,000/-) through a Demand Draft/Banker's Cheque (may be submitted together for Rs. 6,000/-) in favor of "HLL Infra Tech Services Limited" payable at New Delhi.
- ii. Duly filled in application.
- iii. Documentary evidence in respect of the eligibility criteria.

- iv. **Signed copy of this EOI**, as proof of acceptance of Terms and Conditions.
- v. Declaration that the applicants have not been barred/ blacklisted by any central/ state government Department / Organization / PSUs.
- vi. All pages of the EOI must be serially numbered, properly stitched and kept in the file. Each page must indicate the page number of that page / total number of pages of the EOI. For example: if the Bid contains 99 pages in total, the marking on page number 1 shall be 1/99 and page number 2 shall be marked as 2/99 and so on.
- vii. Details of pending litigations and contingent liability, if any, that could affect the performance of the applicant under the mandate, as also details of any past conviction and pending litigations against the Strategic Partner or its partners or its agent and any area of possible conflict of interest.

The above particular should be provided year wise (wherever applicable), for the last three years.

- viii. The following certificates may be furnished:
  - a. "We certify that there has been no conviction by a court of law or indictment/ adverse order by a regulatory authority for any offence against us. It is further certified that there is no investigation pending against us or the CEO/ Directors/ Managers of our concern.
  - b. It is certified that there is no conflict of interest exist as on date and in future if such a conflict of interest arises we will intimate HITES of the same.

## **7. AMENDMENT:**

At any time prior to the deadline for submission of Applications, HITES either on its own or on request of the Applicant may amend the EOI Documents by issuing addenda.

An addendum issued under the above mentioned para will be part of the EOI Documents and will also be posted at the website of HITES.

To give Applicants reasonable time to take an addendum into account in preparing their Applications, HITES may, at its discretion, extend the deadline for the submission of Applications.

## **8. SEALING OF APPLICATION**

The Application shall be sealed in a single large envelope and submitted on or before the last date and time for submission of the Application as specified in this EOI.

## **9. RIGHT TO ACCEPT/REJECT ANY OR ALL APPLICATIONS**

HITES reserves the right to accept or reject any or all Applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

## **10. MODE OF SUBMISSION OF EOI:**

The EOI shall be submitted in single sealed envelope super-scribing the envelope as “**EOI for Strategic Partner for Tele-Medicine/ Tele-Radiology**”.

The Eoi should be submitted on or before 1430 Hrs 31/10/2015 addressed to, **The CEO, HLL Infra Tech Services Ltd., B14-A Sector -62, Noida, UP, Pin- 201307**. The bid will be opened at 1500 Hrs on the same day. The application received late shall not be considered. The applicants are requested to attend the opening of Eoi.

Forms may be downloaded from the website. [www.lifecarehll.com](http://www.lifecarehll.com), and submitted with fees as mentioned above.

## **11. EVALUATION CRITERIA:**

The selection of the strategic Partners shall be based on the information furnished fulfilling the Eligibility Criteria as mentioned, the documents submitted as required in the Annexure(s), and a presentation before a committee which shall recommend the selection of the successful strategic Partner. The decision of the committee in selecting for empanelment/ engagement of Strategic Partners shall be final and binding. The committee members may like to further negotiate and fix other terms and conditions with the successful Strategic Partner.

HITES reserves the right to accept or reject the EOI either in part or in full without assigning any reason for the same.

## **12. TENURE OF ENGAGEMENT**

The empanelment/engagement shall be valid for a period of Three years. However, HITES reserves the right to curtail or extend this period at its sole discretion. Initial 6 months will be on trial basis. The empanelment/engagement shall be open to review by the empanelment/engagement authority and liable to termination, suspension or any other such action at any time if considered necessary by the empanelment/engagement authority, after issue of showcase notice. The empanelment /engagement of contractors shall be valid for Three years from the date of empanelment/engagement. The engagement tenure can be extended for subsequent years at sole discretion of HITES depending upon satisfaction of HITES w.r.t. performance of Strategic Partner.

## **13. MODE OF ASSIGNING WORK:**

The Company/ Agency shortlisted through above process will be empanelled/engaged with HITES as Strategic Partner as per Para 12 above, primarily for the work/service related to Tele-Medicine / Tele-Radiology maintenance. The work will be awarded as and when the opportunity comes through calling request for proposal or by taking presentation on approach / methodology or by one to one discussion as the requirement / situation may be. The decision of HITES will be final in this regard. Thereafter, the selected



Company / Agency will have to enter into and Consortium Agreement as per the format attached herewith.

**14. ACCOUNTABILITY OF THE PARTNER:**

Performance of the Strategic Partner shall be judged with the help of a Track Report & service, compliance with terms & conditions, etc.

**15. STANDARD OF PERFORMANCE:**

The Strategic Partner shall perform the Services and carry out the obligations with all due diligence, efficiency and economy in accordance with generally accepted professional standards and practices and shall observe sound management practices. The Strategic Partner shall always act, in respect of any matter relating to this contract or to the services, as faithful adviser to HITES and shall at all-time support and safeguard its legitimate interests in any dealings with the third parties.

**16. CONFIDENTIALITY:**

Except as provided, the Strategic Partner must not disclose, divulge or make public or shall personally use for his gain any of the materials, processes, accounts, transactions dealings, and information etc. without the prior written consent of HITES. In this regard, the successful Strategic Partner will require to sign a Non- disclosure agreement (NDA) before issue of Notification of Award (NOA).

**17. TERMINATION:**

HITES has the right to terminate the Strategic Partner at any time on giving notice of one month to the Partner without assigning any reason as well as in circumstances where the Strategic Partner commits a material breach of agreement or becomes bankrupt.

**18. APPLICABLE LAW:**

This agreement is governed by and interpreted in accordance with the laws of India for the time being in force.

**19. FIARNESS AND GOOD FAITH:**

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measure to ensure the realization of the objectives of this Contract.

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to

agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration.

## **20. RESOLUTION OF DISPUTES:**

If dispute or difference of any kind shall arise between the HITES and the Strategic Partner in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultants.

If the parties fail to resolve their disputes of differences by such mutual consultation within twenty-one days of its occurrence or its intimation of occurrence whichever is later, then either the HITES or the Strategic Partner may give notice to the other party of its intention to commence arbitration, as hereinafter provided, the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. Such dispute or difference shall be referred to the sole arbitrator appointed by the CEO of HITES or his authorized representative. The award of the arbitrator shall be final and binding on the parties to the contract subject to the provision that the Arbitrator shall give reasoned award. The venue of arbitration shall be Delhi/New Delhi (India).

**APPLICATION FORM FOR STRATEGIC PARTNER**

Ref : \_\_\_\_\_

1. Name of the Company / Agency :
  
2. Location
  - a) Full postal Address :
  - b) Telegraphic Address :
  - c) Telex/fax No. :
  - d) Tel No. :
  - e) E-mail :
  
3. Details of staff :
  - a) Technical
  - b) Skilled
  - c) Unskilled
  
4. Details of the Client to whom the services were offered during the last three year :
  
5. No. of years in business
  
6. Whether proprietorship, partnership concern or individual :
  
7. Whether meet the qualification criteria as given in **EOI document** if so give the documentary evidence in support :
  
8. Any other information you want to furnish :
  
9. List of Documents attached.

## Declaration

I/We certify that the above information is correct and true to the best of our/my knowledge and belief. In the event of any information being found false or incorrect, action can be taken against us. Further declared that we have never been arrested / prosecuted or convicted by a Criminal Court or involved in any other case, registered by the police.

Place :

Yours faithfully,

Date :

Signature of the applicants