

**Notice Inviting Expression of Interest (EOI)**  
**For**  
**Registration of Radiologist and Firms for Empanelment in**  
**Tele-Radiology Reporting Panel**

**Eoi Ref No: HLL/ DS/EOI/2024-25/01**

**Dated 26.06.2024**

**HLL LIFECARE LTD**  
**(CIN: U25193KL1966GOI002621),**  
**REGISTERED AND CORPORATE OFFICE,**  
**HLL BHAVAN, MAHILAMANDIRAM ROAD**  
**POOJAPPURA, THIRUVANANTHAPURAM- 695 012**  
**Tel Ph.: 0471- 775500**

**Email: [teleradiology@lifecarehll.com](mailto:teleradiology@lifecarehll.com), [hcstenders@lifecarehll.com](mailto:hcstenders@lifecarehll.com)**

**Website: <http://www.lifecarehll.com>**

**Notice Inviting Expression of Interest (EOI) For  
The registration of Radiologist for empanel in the Tele Radiology**

**Reporting panel.**

**Eoi Ref No: HLL/ DS/EOI/2024-25/01 Dated 26.06.2024**

<b>EOI PUBLISHING DATE:</b>	<b>26.06.2024</b>
<b>LAST DATE AND TIME FOR RECEIPT OF EOI:</b>	<b>Date:21.03.2025 at 3 PM HRS</b>
<b>*** Though the deadline for the submission is 21.03.2025 the EOIs will be evaluated as and when they are received at our office.</b>	
<b>EARNEST MONEY DEPOSIT (EMD) ***The individual Doctor/Radiologist applicant is exempted from paying EMD</b>	<b>Rs. 100000 (Rupees One Lakh)</b>
<b>PLACE OF SUBMISSION OF BID &amp; ADDRESS FOR COMMUNICATION</b>	<b>HINDLABS TELE RADIOLOGY REPORTING SERVICE HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED. HLL BHAVAN, POOJAPPURA THIRUVANTAH PURAM-695012 KERALA PH.NO. 0471-2775500</b>
<b>EMAIL ID:</b>	<b><a href="mailto:teleradiology@lifecarehll.com">teleradiology@lifecarehll.com</a>, <a href="mailto:hcstenders@lifecarehll.com">hcstenders@lifecarehll.com</a></b>

**\*EMD shall be submitted as a demand draft favoring "HLL Lifecare Limited" payable at Thiruvananthapuram**

**HLL LIFECARE LTD**  
**(A GOVT. OF INDIA ENTERPRISE)**  
**EXPRESSION OF INTEREST (EOI)**

M/s. HLL Lifecare Ltd (HLL) invites EOI for registration of Radiologist and Firms with HLL on contract basis for empanelment in the panel of Tele Radiology Reporting across India.

**BACKGROUND**

HLL Lifecare Limited (HLL) is a Public Sector Enterprise under the administrative control of the Ministry of Health & Family Welfare, Government of India. HLL's purpose of business is "to provide quality healthcare products and services at affordable rates". In its quest to become a comprehensive healthcare solutions provider, HLL had diversified into hospital products and healthcare services, while nurturing its core business of providing quality contraceptives.

The Diagnostic Services Division of HLL- "HINDLABS", provides quality and affordable Diagnostic Services (Path lab and Imaging) to partner Institutions in a Public -Public Partnership model.

HLL is having teleradiology facility and through this we are providing teleradiology reporting services to various hospitals and Imaging clinics. HLL is now planning to expand the panel of radiologists for their teleradiology services. for this purpose, HLL is now inviting EOI from eminent radiologists/service providers across the country. The Group of Doctors constituted under a legal entity/ Hospitals/ Radiology Diagnostic Centers having registered radiologists for Reporting can also express their interest to be empanelled with HLL on rate contract basis.

**Eligibility Criteria of Reporting Doctors**

**1. Who can participate?**

- 1.1 Individual Radiologist who can full fill the eligibility criteria clause-2 below.
- 1.2 Tele Radiology Service Providing firms/ Diagnostic Centers/ Hospitals who can fulfilling the eligibility criteria clause-2 and 3 below.

**2. Eligibility Criteria of Reporting Doctors ( Individual Radiologist)**

- 2.1 The eligibility criteria for application of prospecting applicants for consideration of selection are provided as under:

**General Qualification-** The applicant must have MBBS degree with Doctor of Medicine in Radiodiagnosis (MD Radiodiagnosis)/ Diploma in Medical Radio Diagnosis (DMRD)/ Diplomate of National Board (DNB) Radiodiagnosis as additional qualification.

All the applicants should enclose the following

1. copy of PAN
2. Copy of educational qualification certificates (MBBS, MD, DMRB, DNB)
3. Registration of radiologist with MCI/State Medical Councils.
4. Other regulatory registrations if any.

### 2.1.1 For MRI Reporting

The applicant must have immense experience in 1.5 Tesla/ 3 Tesla MRI for more than 1 year (Post qualification) with above 5000 numbers of MRI reports. (Please submit a self-declaration mentioning this along with the application). The applicant must have sufficient reporting experience in all the special procedures in MRI. Proof of experience certificate is enclosed with application.

### 2.1.2 For CT Reporting

The applicant must have immense experience in Multi Slice CT reporting for more than 1 year (Post qualification) with above 10000 numbers of CT reports. (Please submit a self-declaration mentioning this along with the application). The applicant must have sufficient reporting experience in all the special procedures in CT. Proof of experience certificate is enclosed with application.

### 2.1.3 For Conventional Radiography Reporting

The applicant must have immense experience in reporting conventional Radiography including plain and contrast X-ray radiography for more than 1 year (Post qualification) with above 1000 numbers of X-ray reports. (Please submit a self-declaration mentioning this along with the application)

The applicant those who have sufficient reporting experience in the special procedures in conventional radiography like X-ray mammography, IVU, IVP, HSG etc should mention the same in detail. Proof of experience certificate is enclosed with application.

- 2.2 In case of Hospitals/ Teleradiology service provider firms, the name of engaged Radiologists along with copy of their registration with MCI/State Medical Council should be furnished along with application.
- 2.3 The Radiologist who can spare minimum 5 hours in a day and minimum of 3 days in a week for tele reporting shall only apply.

## **3). Eligibility Criteria for Tele Radiology Service provider firms/ Diagnostic Centers/ Hospitals**

- 3.1). Should be a registered body under the Indian Societies Registration Act/Indian Religious and Charitable Act/Indian Trust Act/The Companies Act with at least 3 years of experience in providing Radiology reporting of CT/ MRI studies. Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided with application, along with Attested/Notarized copy of the Registration Certificate/Certificate of Incorporation Attested/Notarized copy of VAT/Service Tax Registration Certificate Attested/Notarized copy of Income Tax PAN Card.
- 3.2). Average Annual Turnover of the organization during last three financial years should not be less than Rs. 2 crore. A copy of last three financial years' relevant audited balance sheets should be submitted with the offer.

- 3.3). All the Radiologists in the panel should fulfil the eligibility conditions mentioned in the above clause number (2).
- 3.4). The organization having at least one central reporting hub with not less than 5 in-house radiologists for giving reporting. Proof of the appointment of the Radiologist and office availability shall be attached with the application.
- 3.5). The institution/ firm should have not been blacklisted during last three years by any government/ Private institution and there should be no Vigilance/CBI case pending against the firm/Radiologist. A notarised declaration will be submitted by the institution along with the application.
- 3.6). All organizations applying against the EOI must be accompanied by EARNEST MONEY DEPOSIT (EMD) of Rupees One Lakh (Rs 1 Lakh) only in the form of Demand Draft/Bankers Cheque from any Indian Scheduled Bank, in favour of HLL Lifecare Ltd payable at Thiruvananthapuram. EMD submitted in any other form or EOI without EMD shall not be accepted.
- 3.7). The EMD of the successful bidder shall be retained till completion of the agreement period as performance security but shall not carry any interest. The EMD of the unsuccessful bidders will be returned within 30 days after the valuation of the bid by HLL authorities.
- 3.8). The organization/ reporting firm have the capacity to provide service 24 hours in 365 days shall only apply.

**4. Scope of Work- Obligations of Empanelled Radiologist/Teleradiology Firms.**

- (a) Professional Teleradiology Services. Empanelled Radiologists/ Teleradiology firms shall provide the professional radiology interpretations of the medical images sent via teleradiology technology to them that are necessary and appropriate to fulfil HLL's own requirement and contractual obligations to HLL's clients. Empanelled Radiologists/ Teleradiology firms shall ensure that they perform such professional Radiology Services in accordance with the relevant and applicable standards and provisions and terms set forth in the contract with clients of HLL. Radiologists/ Teleradiology firms shall ensure that all professional services provided by them are in compliance at all times with all applicable ethical and clinical standards, laws, rules, and regulations.
- (b) Radiologists/ Teleradiology firms shall provide timely service to HLL on the basis of requirement. 50% of the reporting fee would be applied as penalty on the cases where reporting time (TAT) was beyond specified limits, mentioned in the agreements signed.
- (c) Teleradiology firms will ensure that the radiologists engaged by them have adequate academic qualifications and possess professional experience to provide Tele radiology services
- (d) Radiologists/ Teleradiology firms agrees to follow quality and regulatory parameters as applicable for rendering Professional Teleradiology Services.

- (e) Radiologists/ Teleradiology firms will provide consultation/clarification about reporting if referring doctor wants/desires, as such in the best interest to ensure precise diagnosis in line with clinical manifestations. They will ensure that reports are being generated in adherence with adequate scan protocols as per applicable standards and if any deficiencies are found the same may be intimated with corrective course of action to the scanning unit.
- (f) Report preparation shall also take into consideration the requirements mentioned by the local Heads of HINDLABS Tele Reporting. This condition is subject to modification from time to time depending on requirements of HLL.
- (g) If necessary, the reporting radiologists shall make himself /herself available for consultation over telephone with referring physicians and on-site radiographers.
- (h) HLL will periodically verify the quality of the reports regarding the clinical or other parameters and in case of any customer complaints or if found any report is incorrect and/or incomplete (missing of any clinically relevant radiological findings of the study in the report), the same may be performed with other Radiologist and cost of the reporting fee will be deducted subsequently. Also, frequent unsatisfactory reporting may lead to termination of the contract or any other action deemed fit
- (i) The Radiologist / Teleradiology Service Provider shall be responsible for accuracy of test reports. Radiologist/ Service Provider will be liable for any casualty/legal implication due to wrong diagnosis of the patient basis inaccuracy in the test report of the patient. Also if any wrong reporting or missing of relevant findings in the report, then HLL shall have the right to penalise the Radiologist / Reporting Firms and accordingly can impose penalty.
- (j) Further if the report generated by Radiologists/ Teleradiology firms is found wrong or inaccurate or incomplete as per a mutually agreed framework for categorising such reports, HLL will impose penalty of Rs.1000/- for CT / MRI cases against each wrong report. For X Rays and mammography, the penalty in case of a wrong report would be calculated at the rate of five times the reporting cost for such case.

(k) **Report Turnaround Time (TAT)**

Generally, The Radiologist shall submit the report within the stipulated time mentioned below after assigning the study.

- a. All Head injuries, trauma cases and cases declared as urgent by the referring Hospital or by the Tele traffic Supervisors of HLL within 2 hours.
- b. All routine scans from 8 a.m. to 7 p.m. within 6 hours.

However, Empanelled Radiologists/ Teleradiology firms should also abide by the various TAT terms mentioned in the agreements between HLL and its clients. If the Radiologist / Tele reporting firm are not generating reports with in the agreed TAT timing, then they won't be eligible for getting the due amount for their services. If delay of reporting is within 1 hour beyond the TAT, then 25% deduction and if reporting beyond 1 hour of TAT the 50% deduction will be done.

## **5). TAT Penalty**

The 50% of the reporting fee would be applied as penalty on the cases where reporting time (TAT) was beyond specified limits, mentioned in clause number (4) above.

## **6. General Terms**

- 6.1 HLL will provide the software required for the imaging viewing and reporting.
- 6.2 The reporting charges will be paid on monthly basis.
- 6.3 Each applicant has to provide proof for their eligibility while expressing their interest.
- 6.4 HLL will have full discretion to select the number of radiologists in the panel. HLL reserves the right to accept or reject any application and cancel the bidding process at any time without any liability and assigning any reason thereof.
- 6.5 The Images and all other related details provided to Radiologist/ service provider shall be the property of the HLL and shall not be used and/or shared with anybody other than the HLL except with the prior written approval of the HLL.
- 6.6 The qualified Radiologist / service provider shall enter into detailed agreement with HLL for giving the service.

## **7. Mode of submission of Expression of Interest.**

- 7.1 Documents in electronic form will not be accepted. Interested persons / firms qualifying the above conditions may express their interest in writing with a brief about them to the following address along with following documents.
  1. Curriculum Vitae of the reporting doctor
  2. Self-attested copies of qualification certificates, MCI registration and PAN
  3. The institutions/ firms shall submit registration certificate and GST certificate
- 7.2 The attested documents should be submitted in a sealed envelope super scribed

### ***'EOI FOR REGISTRATION OF RADIOLOGIST FOR HINDLABS TELE REPORTING PANEL'.***

to following Address:

Deputy General manager (DS)  
Hindlabs Tele Radiology Reporting Service  
Healthcare Services Division  
HLL Lifecare Limited.  
HLL BHAVAN, POOJAPPURA THIRUVANTAHAPURAM-695012  
KERALA PH.NO. 0471-2775500

- 7.3 Though the deadline for the submission is 21.03.2025 the EOIs will be evaluated as and when they are received.

## **8. Indemnity**

The empanelled Radiologists/ Teleradiology firms shall indemnify HLL and its employees and hold harmless from and against any and all claims, liabilities suits and proceedings by third parties relating to and /or resulting in liabilities, damages, costs, losses and expenses, including court costs and reasonable attorney's fees, which

arise out of the performance of empanelled Radiologists/ Teleradiology firm's services or non-performance by them against the obligations under the scope of work. Empanelled Radiologists/ Teleradiology firms agrees to provide indemnity insurance for an amount as required by HLL, at his own cost against any malpractice or medico/legal claim and endorse the same to HLL.

**9. Language of Application**

All correspondence and documents related to the application shall be in English.

**10. Clarifications on bid**

During the bid evaluation, HLL may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the substance of the bid shall be sought, offered, or permitted

**11. HLL's Right to Accept or reject any or all Bids**

HLL reserves the right to accept or reject any bid or to annul the Expression of Interest and reject all bids at any time prior to Agreement, without assigning any reason thereof.

**12. Selection Process:**

The empaneled Doctor/Radiologist/Hospital/Entity/Radiology Diagnostic Centre shall be selected based on the evaluation of EOI submitted. The EOI shall be evaluated based on the eligibility criteria. Those who qualify successfully shall be empanelled.

The empanelment of the radiologists / Firms will be rejected if the radiologist / firms reporting error exceeds 0.2% in a particular evaluation period.

**13. Award of Contract and Agreement:**

The Empanelled Doctor/Radiologist shall have to sign an agreement with HLL after confirmation/acceptance of empanelment.

**14. Jurisdiction**

In the event of any dispute arising out of this agreement, the parties agree that the court of Thiruvananthapuram, Kerala State, India alone will have jurisdiction.

**15. Confidentiality**

- i) Empanelled Radiologists/ Teleradiology firms should maintain strict confidence all business data of HLL, all documentation pertaining thereto and not to use the same for any other purpose other than the performance of the contract signed with them and not to disclose the same to any third parties except where required to do so by the mandatory law.
- ii) Empanelled Radiologists/ Teleradiology firms must strictly maintain the privacy of data transferred to them by HLL and will not disclose the same to any third party.
- iii) The confidentiality obligation shall survive even after the termination of the agreement signed between HLL and empanelled Radiologists/ Teleradiology firms.