
**INVITATION FOR REQUEST FOR PROPOSAL FOR
HLL INFRA TECH SERVICES LIMITED (HITES)**

**FOR
EMPANELMENT OF “CERTIFICATION BODY” FOR
CERTIFICATION OF HITES CONFORMING TO THE
REQUIREMENTS OF ISO 9001:2015**



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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 enquiries and respondents will be required to confirm in writing that they have done so and they do not require any information in submitting RFP. 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 offering the proposal.

No reimbursement of cost of any type will be paid to persons or entities offering proposal.

INVITATION FOR REQUEST FOR PROPOSAL

HITES

(A Fully owned Subsidiary of HLL Lifecare Ltd)

B-14-A, Sector -62, Noida – 201307 URL: www.lifecarehll.com/hites

Email: hites@lifecarehll.com Phone: 0120-4071500 Fax: 0120-4071513

RFP No. **HITES/NOIDA/ISO/2016**

Date: 08.06.2016

1. HLL Infra Tech Services Limited (HITES) invites proposal from eligible Certification Bodies for providing certification to HITES conforming to the requirements of ISO 9001:2015.

Important Dates

Sl. No.	Description	Schedule
i.	Cost of EMD of the RFP document	Rs. 2,000/-
ii.	Closing date & time for receipt of RFP	22.06.2016 at 1430 Hrs
iii.	Time and date of opening of Technical Bid	22.06.2016 at 1500 Hrs
iv.	Venue of Opening of Technical Bid	HLL Lifecare Limited, (A Government of India Enterprise), Procurement & Consultancy Services Division, B-14-A, Sector -62, Noida - 201307

2. Applicant may also download the RFP documents from the link <http://www.lifecarehll.com> and submit their respective proposals along with the required EMD fee as mentioned above. EMD to be submitted in favor of "HLL INFRA TECH SERVICES LIMITED" payable at New Delhi.
3. Applicants shall ensure that their RFPs, complete in all respects, are dropped in the Tender Box located at **HITES - Office of HLL Lifecare Limited, Ground Floor 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 RFP's will be treated as late and rejected.
4. In the event of any of the above mentioned dates being declared as a holiday / closed day for HITES, the proposals will be opened on the next working day at the appointed time.
5. The RFP documents are not transferable.
6. The applicants requested to regularly check the above mentioned link, since amendment(s) if any, will be published only in the website.

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7. Last date for seeking clarification, if any, shall be 7(Seven) days prior to the schedule date of submission.

CEO
HLL Infra Tech Services Ltd.
B-14-A, Sector – 62,
Noida – 201307
(Gautam Buddh Nagar)

INVITATION OF REQUEST FOR PROPOSAL
FOR
EMPANELMENT OF CERTIFICATION BODY

Brief about HLL:

HLL Lifecare Limited (HLL) 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 **MiniRatna** 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.

In 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)**.

Procurement and 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.

Biomedical Services

Biomedical Engineering services division provides its services in preparation, finalization and technical evaluation of medical equipment & Consumables and also testing & calibration services of equipment, 3rd party inspections.

1. PURPOSE TO EMPANEL A CERTIFICATION BODY

Service divisions of HLL Lifecare Limited such as Procurement & Consultancy, Infrastructure, Biomedical services, Facility Management services were independently certified conforming to ISO 9001:2008. HLL formed HITES a wholly owned subsidiary comprises all such divisions. Thus there is a need for certification of HITES comprising of all above service divisions together, in conformity to the latest version of ISO 9001:2015.

2. SCOPE OF WORK

- 2.1 Conducting annual audits as per the requirement at the locations as mentioned.
 - 2.1.1 HITES: B-14/A , Sector-62, NOIDA-201307 (U.P.)
 - 2.1.2 HITES:IDD, "Adarsh", TC 6/1718(I), Vetamukku, Thiruvananthapuram-695006(Kerala)
- 2.2 Conducting surveillance audits as per the requirement.
- 2.3 Providing certification to HITES as per the HITES scope
- 2.4 Guiding in maintaining and improving the QMS.

3. ELIGIBILITY CRITERIA

I. Technical Qualification

- i. Interested applicant should be a registered institute/organization under companies act.
- ii. The certification body must have a valid accreditation (at the time bidding) from International Accreditation Forum (IAF) Multilateral Recognition Arrangement (MRA) by any Foreign/Indian body like – UKAS (United Kingdom) / ANAB (ANSI-ASQ National Accreditation Board – USA)/ NABCB (National Accreditation Board for Certification Bodies – INDIA), etc.
- iii. The Certification Body must be adhering to ISO/IEC 17021 to ensure impartiality, competence and consistency in its services. To substantiate this requirement, the bidder needs to submit this certificate.

II. Performance Qualification

- i. The certification Body should be should be providing similar services as specified in the “scope of work” for more than three preceding years.
- ii. It should be presently on the panel of at least 5 different institutes such as registered companies under companies act of 1956 out of which 2 are public Limited companies/PSUs/Corporations or Government Institutes.

4. CONFLICT OF INTEREST

The selected Certification Body 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. The selected Certification Body that has a business of family relationship with such members of HITES staff who are directly or indirectly involved in this assignment will not be awarded the assignment. The bidder should submit a declaration in this respect.

5. STATUTORY DOCUMENTS REQUIRED

- 5.1 Copies of relevant work orders/certifications provided to its clients.
- 5.2 Proof for adhering to ISO/IEC 17021.
- 5.3 List of 5 clients as required in 3.II.ii
- 5.4 Proof of its own accredited scope.
- 5.5 Certificate of incorporation.
- 5.6 PAN Number.
- 5.7 Service Tax registration.
- 5.8 Declaration regarding conflict of Interest.
- 5.9 Declaration regarding black listing with any firm.

NOTE: HITES reserves the right to negotiate with one or more applicant;

6. MODE OF SUBMISSION OF RFP:

The RFP shall be given in two separately marked and sealed envelopes marked as “Technical” and “Price” Bid. Both the Technical Bid (Envelope-1) and Price Bid (Envelope-2) should be put into a bigger envelope duly signed and super-scribed as “**RFP for Empanelment of Certification Body for ISO 9001:2015 for HITES**” on the top of the cover.

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 proposal.

7. EVALUATION CRITERIA:

Only the Technical Bids will be opened on dates as mentioned. Subsequent to the evaluation of technical bids, the price bids will be opened only for technically eligible bids. The price bid opening date shall be intimated to the respective technically eligible bidders through email. Interested bidders may attend the price bid opening if they wish to, by an authorization letter in their favor issued by their company. The price bid(s) will be evaluated on the least price basis.

The selection of the applicant shall be based on the information furnished fulfilling the Eligibility Criteria as mentioned, the documents submitted as required in the form of Annexure(s). The decision of the committee in selecting the **Certification Body** shall be final and binding. The committee members may like to further negotiate prices, and other terms and conditions with the successful applicant.

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

8. TENURE OF EMPANELMENT

The appointment of Certification Body will be for 3 years.

9. STANDARD OF PERFORMANCE:

The applicant 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 applicant 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.

10. CONFIDENTIALITY:

Except as provided the applicant 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 applicant will require to sign a Non- disclosure agreement (NDA).

11. TERMINATION:

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

12. APPLICABLE LAW:

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

13. RESOLUTION OF DISPUTES:

If dispute or difference of any kind shall arise between the HITES and the applicant in connection with or relating to the EOI, 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, then either the HITES or the applicant 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 or any modifications/amendments thereof. 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. Jurisdiction of Arbitration: The venue of arbitration shall be Delhi/New Delhi (India).

APPLICATION FORM FOR EMPANELMENT OF CERTIFICATION BODY

Ref : _____

1. Name of the certification Body :

2. Location
 - a) Full postal Address :
 - b) Telegraphic Address :
 - c) Telex/fax No. :
 - d) Tel No. :
 - e) E-mail :

3. Details of the Client to whom the services were offered during the last three year.

4. Whether Company, proprietorship, partnership concern or individual :

5. Whether meet the qualification criteria as given in **RFP document** if so give the documentary evidence in support :

6. Any other information you want to furnish :

7. List of Documents attached.
8. Breakup of quote as per the following format. Provide in Indian Rupees

Sr. No.	Activity	1 st year	2 nd Year	3 rd Year
1	Certification Fee			
2	1 st Surveillance			
3	2 nd Surveillance			
4	Tax if applicable			
5	Total amount (Rs.)			
	Total Amount in words			

If there is any variation/mismatch in words and numbers then, the amount given in words will be considered as final.

Also mention details of any other expenses like – Travel, Boarding, Lodging etc.

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. We declare that we as a firm have never been blacklisted/debarred by any Government/Semi Government organization till the submission of this proposal. We, further declare 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