

EXPRESSION OF INTEREST DOCUMENT FOR

EMPANELMENT OF TECHNOLOGY SERVICE PROVIDER(S) FOR

COLLABORATING WITH HLL FOR THE IMPLEMENTATION OF THE

ABDM (Ayushman Bharat Digital Mission) PROJECT

EOI Reference Number: HLL/HCS/2021-22/EOI/ABDM/01 Dated: 23.02.2022



HLL Lifecare Limited

(A Govt. Of India Enterprise)

CIN : U25193KL1966GOI002621

HLL Bhavan, Poojappura,

Thiruvananthapuram -695012, Kerala, India

Tel: 0471 2354949, 2355426, 2350961, 2356352

Website – www.lifecarehll.com

HLL LIFECARE LIMITED

(A Government of India Enterprise)
Healthcare Services Division
HLL Bhavan, Poojappura.P.O,
Thiruvananthapuram – 695012, Kerala, India
Tele: 0471- 2354949

NOTICE INVITING EXPRESSION OF INTEREST

EOI No: HLL/HCS/2021-22/EOI/ABDM/01

Date: 23.02.2022

HLL Lifecare Limited (HLL), a Government of India Enterprise, invites “Expression of Interest (EOI)” for the EMPANELMENT OF TECHNOLOGY SERVICE PROVIDER(S) FOR COLLABORATING WITH HLL FOR THE IMPLEMENTATION OF THE ABDM (Ayushman Bharat Digital Mission) PROJECT”.

SI No	Particulars	Description
1	Name of EOI	Expression of Interest (EOI)” for the EMPANELMENT OF TECHNOLOGY SERVICE PROVIDER(S) FOR COLLABORATING WITH HLL FOR THE IMPLEMENTATION OF THE ABDM (Ayushman Bharat Digital Mission) PROJECT”.
2	EOI Number and date	EOI No: HLL/HCS/2021-22/EOI/ABDM/01
3	Date of floating of EOI	23-02-2022
4	Pre Bid Meeting	02.03.2022 at 15.00 hrs
5	Last date and time for online submission of online bids	15-03-2022 at 15:00 hrs
6	Date and time of opening of e-tender	16-03-2022 at 15:00 hrs
7	Eligibility criteria for Bidders	As per Tender document
8	Address for Communication at HLL regarding the tender	Deputy General Manager (HCS) Healthcare Services Division HLL Lifecare Limited Corporate & Regd Office HLL Bhavan,Poojappura, Thiruvananthapuram-695012 E-mail: jayakumara@lifecarehll.com

GENERAL INSTRUCTIONS TO BIDDERS

1. This EOI is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/e procure/app>
2. EOI documents can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-tender shall be uploaded on this website i.e. <https://etenders.gov.in/e procure/app>.
3. The EOI and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
4. The tendering process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/e procure/app>). Aspiring bidders may download and go through the tender document.
5. All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. Tenders/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late tenders will not be accepted.
6. The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and shall be rejected.
7. Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.
8. Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the Tender Enquiry Document.
9. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

9.1 Registration

- a) Bidders are required to register in the Government e-procurement portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have Class II or above digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- e) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- g) The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/She have to submit the relevant information as asked for about the firm/contractor. The bidders, who submit their bids for this tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this tender.
- h) Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- j) Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this tender.

9.2 Searching for Tender Documents

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk

9.3 Preparation of Bid

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

- e) Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.
10. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
11. Tenderer are required to upload the digitally signed file of scanned documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.
12. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -
- For any technical related queries please call at 24 x 7 Help Desk Number:
- 0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787
- Note:- International Bidders are requested to prefix +91 as country code
- E-Mail Support: For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority
- Technical - support-eproc@nic.in, Policy Related - cphp-doe@nic.in
13. Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.
14. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Address for communication and place of opening of bids:

Deputy General Manager (HCS)
Healthcare Services Division
HLL Lifecare Limited
HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,
Kerala, India
Tel: +91 4712354949
Email – jayakumara@lifecarehll.com

15. The bids shall be opened online at the **Office of the Deputy General Manager (HCS)** in the presence of the Bidders/their authorized representatives who wish to attend at the above address. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.
16. More details can be had from the Office of the Deputy General Manager (HCS) during working hours. The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.
17. A firm/bidder shall submit only one bid in the same bidding process. A Bidder (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.

18. Online Tender Process:

The tender process shall consist of the following stages:

- i. Downloading of tender document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/e procure/app>).
- ii. Pre-bid meeting: 02.03.2022 at 15.00 hrs
- iii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/e procure/app>) and HLL website (URL address: <http://www.lifecarehll.com/tender>) and shall not be available elsewhere.
- iv. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
- v. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- vi. Opening of Financial Bids: Bids of the qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

19. HLL Lifecare Limited does not bind themselves to accept the lowest or any bid or to give any reasons for their decisions which shall be final and binding on the bidders.
20. HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the tender and bidder shall be bound to perform the same at his quoted rates.
21. In case, it is found during the evaluation or at any time before placing of PO or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare as deemed fit.
22. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected out rightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
23. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.
24. HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.
25. HLL Lifecare Limited Ltd reserves the right to amend or withdraw any of the terms and conditions contained in the EOI document including scope of work or reject any or all EOIs without giving any notice or assigning any reasons.

26. Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial bid online on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).

Note:- It is necessary to click on “Freeze bid” link / icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

Deputy General Manager (HCS)

Section-1, **INSTRUCTIONS TO THE BIDDERS (ITB)**

1. BACKGROUND:

I. AYUSHMAN BHARAT DIGITAL MISSION (ABDM)

ABDM is a novel initiative of the Government of India to equip all the district hospitals (CHC, PHC, GH) with breakthrough online platform and an end to end integrated Hospital Management Information System (HMIS). ABDM is a large platform that encompasses a wide network of hospitals and health schemes being implemented by the Centre. ABDM will connect the digital health solutions of hospitals across the country with each other. The mission will not only make the processes of hospitals simplified but also will increase ease of living. The Digital Ecosystem will also enable a host of other facilities like Digital Consultation, Consent of patients in letting medical practitioners access their records, etc. With the implementation of this scheme, it is envisaged to bring the citizens, beneficiaries, hospitals, health institutions, Government and other stakeholders in a common platform in the health system. Also, the old medical records cannot get lost as every record will be stored digitally.

Hence, it has been decided to invite “Expression of Interest (EOI)” for the EMPANELMENT OF TECHNOLOGY SERVICE PROVIDER(S) FOR COLLABORATING WITH HLL FOR THE IMPLEMENTATION OF THE ABDM (Ayushman Bharat Digital Mission) PROJECT”

II. About HLL Lifecare Limited

HLL Lifecare Limited (HLL) is a public sector undertaking under the administrative control of the Ministry of Health & Family Welfare, Government of India. HLL’s purpose of business is “to be a globally respected organization focusing on inclusiveness by providing affordable and quality healthcare solutions through continuous innovations”. 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 Healthcare Services Division of HLL provides Medical Diagnostic Services (Laboratory and Imaging) and other facilities like Polyclinic. Our first center in association with CGHS started in February 2008 in New Delhi.

HLL is one of the few organizations who are capable of delivering medical diagnostic services in a partnership model on a national level. HLL through this division endeavours to strengthen the diagnostic service delivery capability of partner institutions and bring high quality & precise diagnostic services to users at affordable costs. Our BRAND is:

HINDLABS – “Providing Affordable and Reliable Solutions for quality Healthcare”

The changing attitudes towards healthcare and growing lifestyle diseases are increasing the need for reliable, affordable and quality diagnostic services. Effectiveness of healthcare delivery organizations are enhanced by focusing on medical care delivery and outsourcing services like Medical Laboratory Diagnostics, Medical Imaging Diagnostics etc to a specialist agency. The Healthcare Services Division through its brand Hindlabs offers outsourcing partnerships to partnering institutions in the areas of Diagnostic services and Health screening services.

Now, HLL plans to expand its business by foraying into the implementation of the ABDM Projects as per the guidelines of NDHM. HLL plans to form a new Business segment to develop capabilities to implement the project. HLL is planning to support the State Governments to establish an end to end IT enabled services in the district hospitals, primary health centres, medical colleges, health services in schools and community screening and even at the micro level. In remote places, where there is unavailability/lack of any health centres or hospitals the general public will be supported by telemedicine and through mobile health check up procedures. The HMIS services intended to be enabled in the hospitals is as per the ABDM guidelines. For successful execution and implementation of the project, HLL invites sealed Expression of Interest (EOI) from eligible parties to participate in the project as a service provider as per the Scope of Work described in this EOI. This empanelment and the shortlisted Agencies in this EOI, will also be used for partnering with HLL in ABDM projects for similar services. Hence, HLL is in lookout for a Technology Service Provider Associate to undertake the Project the state levels. As this is a purely Technology driven activity, HLL wants to engage with the best of the service providers who could associate with HLL to execute the project.

2. GENERAL INFORMATION TO THE BIDDERS

- Bidders may please go through the EOI document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.
- Bidder should take into account any corrigendum published on the EOI before submitting their bids.
- In case, it is found during the evaluation or at any time before signing of the contract or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by the Buyer including black listing.
- The buyer reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the Buyer's decision shall be final in this regard.

3. SCOPE OF THE EOI

The Buyer invites bids from the eligible, competent and experienced bidders who are capable of executing the Specified work as per our EOI conditions and/or are willing to act as consortium partners for implementation of the project.

4. ELIGIBLE BIDDERS

- A bidder should have eligibility criteria as mentioned in the EOI document to submit bids.
- A firm/bidder shall submit only one bid in the same bidding process. A Bidder (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.

5. COST OF BIDDING

- The Bidder shall bear all costs associated with the preparation and submission of its bid, and "the Buyer", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

6. **DEADLINE FOR SUBMISSION OF BIDS**

- Bid shall be received on or before the date and time as notified in Notice Inviting for EOI.
- The EOI Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of bids, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission.
- The Bidder will not be able to submit his bid after expiry of the date and time of submission of bid.
- The Bidder can withdraw his/her bid before the date and time of receipt of the bid. The system shall not allow any withdrawal after the date and time of submission.

7. **CONFIDENTIALITY**

- Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award has been announced in favor of the successful bidder.
- Any effort by a Bidder to influence the Buyer during processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Bidder's bid.

8. **CLARIFICATION OF BIDS**

- To assist in the examination, evaluation, and comparison of bids, the EOI Inviting Authority may ask the bidder for required clarification on the information submitted with the bid. The request for clarification and the response shall be in writing or by e-mail.
- No Bidder shall contact the EOI Inviting Authority on any matter relating to the submitted bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the EOI Inviting Authority, he shall do so in writing.

9. **EXAMINATION OF BIDS AND DETERMINATION OF RESPONSES**

- During the bid opening, the EOI Inviting Authority will determine for each Bid whether it meets the required eligibility as specified in the note inviting EOI.

- A substantially responsive bid is one which conforms to all the terms, conditions, and requirements of the bidding documents, without any deviation or reservation only will be considered.
- Non submission of legible or required documents or evidences may render the bid non-responsive.

10. **AWARD OF CONTRACT**

- The Buyer will engage the Bidder whose bid has been determined to be substantially responsive and who has offered the best technology satisfying all the requirements of ABDM.
- The EOI Inviting Authority reserves the right to accept or reject any Bid and to cancel the Bidding process and reject all Bids at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
- As and when requirement arises, based on the specific nature of the project, HLL will invite separate financial quotes from eligible empanelled technology service providers.

SECTION 2

1. ELIGIBILITY CRITERIA FOR BIDDERS

The bidder should be fulfilling the following preconditions and must also upload/submit documentary evidence in support of fulfillment of these conditions while submitting the bid.

a.	Bidder should be a company registered under the company's act and should have been incorporated for minimum 10 years as on date of bid submission
b.	Average Annual Turnover of Rs 100 Cr or above for last 3 financial years (i.e. 2018-19, 2019-20 and 2020-21).*
c.	The Bidder should have been engaged in minimum 3 large ICT communication projects of value above Rs. 10 Crores* involving services to Govt./PSU/ Private institutions, during the aforementioned last five financial years.
d.	The bidder or OEM should have positive net worth during the aforementioned three financial years.
e.	The bidder or OEM should have been engaged in implementing at least one project related to HMIS/hospital related solutions involving statewide implementation at more than 40 locations across the state.
f.	The bidder or OEM should have experience in executing healthcare sector related projects especially including the Public Health Centers across the state.
g.	Bidder must have been engaged in a project involving manpower deployment and resources for implementation and post implementation support.
h.	Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) are relaxed of conditions of prior turnover and prior experience subject to meeting of quality and technical specifications. Ref: OM issued by Ministry of Finance vide No.F.20/2/2014-PPD (Pt) dated 25-07-2016
i.	In case of registered startups as defined under SIPP by the Government of India; There would not be any minimum turnover requirement from Micro, Small Enterprises and Startups in public procurement process,

	All State Departments and agencies will additionally relax condition of prior experience with respect to Startups in all public procurement subject to meeting of quality and technical specifications.
j.	The bidder or OEM should have been registered and integrated with ABDM Sandbox with at least 3 building blocks
k.	Points from 'a' to 'g' above are not applicable to MSEs/startups. Equivalent marks are allotted incase start up and technical criteria is satisfied.

2. SCOPE OF WORK FOR THE SERVICE PROVIDER

A) Patient registration

- The service provider shall provide a smart card that can be scanned at the kiosk installed at the hospital/ health facility reception to the general public where the smart card should include all the details of the patient and his family.
- The service provider will be responsible for including all the historical health related data of the person/ family.
- This smart card should be accepted at all DH, PHC, CHC, etc throughout the country.
- The service provider may provide a PIN code or OTP to the smart card holder in order to enable the hospitals or health centre to access the required data of the person/family.

B) Electronic Health Record

- 1) The service provider should provide an Electronic Health Record (EHR) that includes a patient's medical history, diagnosis, medications, treatment plans, immunization dates, allergies, radiology images, and laboratory and test results.
- 2) The service provider should also include the list of doctors and specialists available in a DH, PHC, CHC, etc. based on their specialization.
- 3) The service provider should also allow evidence based tools that enable a doctor to take decision about the mode of treatment to be adopted for the particular patient.

C) State wise schemes

- 1) The service provider should include state wise schemes provided by the respective governments and made available for an individual.

- 2) In case the person does not fall under any category he/ she should fall under the general category and the billing should be as per instructions provided by the particular hospital/state whichever is predominant.

D) IT Infrastructure

- 1) Provision of IT support & service for downloading laboratory reports & printing.
- 2) Printing and submitting the diagnostics report generated from the lab.
- 3) Providing the IT Solution and client systems for tracking all the transactions, SLAs and maintaining required MIS.
- 4) Providing Kiosks in hospitals for scanning of the smart cards of patients/family members.
- 5) Identifying patients under different category like ECHS, CGHS, NHM, etc. based on the configurations.

E) Billing & Payment Collection

- 1) Coordinating with department for raising invoices and payment collection.
- 2) Providing MIS reports required as supporting documents
- 3) Coordinating with hospitals for getting satisfactory performance certificates

F) Telemedicine facilities

- 1) The service provider should be able to provide telemedicine facilities using tablets in remote places where the hospitals or any kind of health centre are not available for access by the individuals or during lockdown like situations.
- 2) The service provider should be able to configure and customize solutions for mobile van facilities arranged for such remote locations for sample collection and reporting.

G) Tele reporting facility for Medical Imaging

- 1) The service provider should provide telereporting services as a hub and spoke model.
- 2) A central telereporting and telemedicine service dashboard should be established in a central DH from where all individual health centre and facilities can be monitored and controlled.
- 3) A dashboard including the number of live cases referred, telemedicine cases adopted, telereporting cases received and reported should be provided by the service provider.

3. REQUIRED FEATURES/ MODULES & STANDARDS

The service provider/ business associate shall adhere to the following Features, standards and compliances:

3.1 FEATURES:

- Creation and Verification of ABHA (Ayushman Bharat Health Account) (Health IDs)
- Linking of Health Records.
- Exchange of Health Records with other HMIS/LMIS/ABDM compliant solutions.
- Cloud based Storage (optional)
- Mobile App for Remote Access (optional)
- Artificial Intelligence (optional)
- Speech to Text and Text to Speech (optional)

3.2 MODULES:

- OPD Registration
- Laboratory Reports
- Radiology
- Billing
- Discharge Summaries
- Op Consultation
- IPD
- OT (optional)
- Pharmacy
- Inventory
- Epidemiology analysis/Dashboard for public Health Purposes
- Master Creation
- User Management/Roll Management
- Hospital Information System(HIS)Module
- Rashtriya Bal Swasthya Karyakram (RBSK) Module
- Janani Shishu Suraksha Karyakram (JSSK) Module
- Immunization Module
- Family Planning Module
- Non Communicable Diseases(NCD) & Health and Wellness Module

- Oncology Module
- Telemedicine Module
- Transfer of Benefits to Beneficiaries & Incentives to ASHAs
- Integration of Services/Interoperability
- Report Generation
- Mobile Application
- Design, Development & Hosting of Website

3.3 STANDARDS FOR CODING

- SNOWMED CT - for all terminology requirements in health records
- WHO ICD-10 - for coding system for statistical classification of diseases and related health problems.
- LOINC (LIMS) - for coding system for observation, measurement, test-panels, test items and units

3.4 STANDARDS FOR CLINICAL INFORMATION EXCHANGE:

- FHIR R4 – ABDM supported FHIR R4 for any structured clinical information exchange (import and export)

3.5 CAPTURING OF DATA (IMAGES/AUDIO/VIDEO/DOCUMENTS):

- JPEG format – for still images (embodied as binary content in relevant FHIR resource)
- MP3/OGG format – for Audio (embodied as binary content in relevant FHIR resource)
- MP\$/MOV format – for video (embodied as binary content in relevant FHIR resource)
- PDF A2 – for document/scan (embodied as binary content in relevant FHIR resource)
- DICOM – for all diagnostic images and waveforms (embodied as binary content in relevant FHIR resource)

3.6 INTERFACE WITH DICOM COMPLIANT RIS (RADIOLOGY INFORMATION SYSTEM):

- DICOM Compliant files/reports
- DICOM compliant PACS interface, if separate RIS (optional)

3.7 INTERFACE WITH LOINC COMPLIANT LIS (LABORATORY INFORMATION SYSTEM), IF SEPARATE LIS:

- HL7 v2.x based order management and reporting (optional)
- LOINC codes for tests and observations

3.8 PRIVACY AND SECURITY STANDARDS:

- Alignment with Health data Management policy
- Access Control (ISO 22600:2014)
- Transport encryption
- Data encryption (at rest) (optional – with safeguard)
- Audio Trial
- Digital Certificate, TLS/SSL, SHA 256, AES-256 – for security

3.9 OTHER COMPLIANCES:

- EHR architecture compliance (ISO 18308:2011) (optional)
- Compliance with ISO/HL7 for Health Informatics (ISO/HL7 10781:2015) (optional)
- Compliance with set of consent manager and ABDM APIs

Note:

- (1) The service provider may be required to provide all the solutions as a single package or in parts on requirement basis as instructed by the contract provider/holder.
- (2) The Service provider/bidder shall not be in a tie-up or association with any other private or Government entity presently.
- (3) The successful service provider/bidder shall not utilize the same software/technology across India other than with the Buyer, as long as the contract(s) exists.

4. PERIOD OF SERVICE

The service provider should be able to provide the solution in a particular DH, CHC, PHC, etc within a period of four months from the receipt of a contract and should provide necessary customizations as and when required by the contract holder. The solution will be under a support period of one year that includes implementation, testing, UAT and Go-live, post Go-live support and troubleshooting and training.

Post this, solution has to be under an AMC for a period of ten years as per terms and conditions stipulated by the contract holder.

The party should agree to provide the solution exclusively to the Buyer only for the period of the contract or completion of the project whichever is earlier in their own brand name or a brand name as suggested by the BUYER.

5. SELECTION PROCESS

The service provider for the above mentioned requirements shall be selected through a competitive bidding process. The bidding process shall be carried out as follows:

The Technical Evaluation Committee (TEC) appointed by the Buyer will screen the parties based on the Eligibility Criteria. The firms that fulfill Eligibility Criteria will be technically evaluated based on a methodology.

Methodology of evaluation of Service provider

The proposal shall be evaluated as per following procedure:

- The Technical Evaluation Committee (TEC) appointed by the Buyer (comprising of an expert/consultant) will screen the parties based on the Eligibility Criteria. The firms that fulfill Eligibility Criteria will be technically evaluated based on a methodology.
- Only the service providers evaluated to be suitable primarily shall face further scrutiny.

Technical Evaluation Methodology

- The short-listing of the participating Consultants will be made on the basis of the following parameters and weightage:

SI No	Evaluation Parameter	Weightage (marks)	Marks Awarded
1	Company's/ Firm's or OEM's experience in executing large HMIS/Hospital IT solution services projects including service to Govt.*Satisfactory certificates to be submitted from the respective companies for the projects handled.	15	
2.	Specialization by the bidder or OEM: Execution of healthcare related projects including in PHCs, CHC, DH, MCH etc.	20	

3.	Annual turnover of the company (Minimum of INR 100 Crore)* for the last 3 years.	5	
4	Manpower deployment for implementation, Go-live and post implementation support of project	10	
6	Customization, Implementation and support	15	
7	Coding Standards	10	
8	Compatible / Open Technologies	5	
9	Adherence to ABDM guidelines	10	
10	Code Integration with ABDM Sandbox	10	
11	In case of MSEs/startups, if the startup and technical criteria are met, equivalent marks are awarded.		

* In case of MSME and Startups as per Government norms and rules

- The Buyer may appoint a committee to enter into further scrutiny of the service providers primarily identified as meeting the criteria.
- The Buyer may reject all proposals if they are found to be unresponsive or unsuitable if they represent major deficiencies in complying with the requirements.
- The final selection of the Service provider shall be made by the Buyer based on the recommendations of the Technical Evaluation Committee.

FORMAT FOR SUBMITTING ELGIBILITY CRITERIA

1	1.1 Years of Experience	
	<p>1.2 Proven and demonstrable experience in executing and operating minimum 3 large ICT communication and Logistic Management projects worth Rs.10.00 Cr of each during the last five financial years.</p> <p>Project Implemented:</p> <p>(a) Name of the Project(s)</p> <p>(b) Duration</p> <p>(c) Project Value</p>	<p>Details of each project to be attached by the Bidder. Satisfactory certificates to be submitted from the respective companies for the projects handled.</p>

2	Turnover The service provider should have a turnover of <u>at least Rs 100 Crore</u> in the last three years. (2018-19, 2019-20, 2020-21)	Audited annual Reports of the service provider.
3	Manpower deployment for implementation of the solution and post go-live support.	Work order copy

I. DOCUMENTS TO BE SUBMITTED WITH EOI/BID

- Profile of the Organization (emphasis to implement HMIS/ Hospital based Projects) as per the format provided in Annexure I
- Details of the solution being ABDM compliant
- Organization Structure
- Memorandum of Association/Articles of Association.
- Authenticated copy of the certificates of incorporation/registration of the organization
- Authenticated copy of annual accounts for the last three years
- Certificate from HR mentioning resources deployed on project
- Authorization letter in the company letterhead authorizing the person signing the bid for this EOI
- Work orders of the cited projects
- Satisfactory implementation certificate
- Pre-Contract Integrity Pact as per Annexure-II

II. MODE OF SUBMISSION OF EXPRESSION OF INTEREST/BID

As detailed under General Instruction to The bidders

Note:

- 1) Conditional offers are liable for rejection.
- 2) The Bidders should give clause by clause compliance of EOI with references to supporting documents; otherwise the offers are liable for rejection.
- 3) The Bidder to indemnify the Buyer from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.

- 4) While the Expression of Interest has been prepared in good faith, the Buyer does not make any commitment or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statement or omission herein, or the accuracy, completeness or reliability of information contained herein, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this request, even if any loss or damage is caused by any act or omission on its part.
- 5) Organizations are requested to keep the information and details strictly confidential. We are looking for your support and co-operation in getting fully responsive Expression of interest.
- 6) The Buyer shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EOI and other expenses.
- 7) The Buyer reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
- 8) The process of inviting EOI is for ascertaining various options available to the Buyer. After evaluation / examination of the offers, the Buyer may at its sole discretion decide further course of action.
- 9) The Buyer reserves the right to deal with the proposal in any manner without assigning any reasons for the same. The decision of the Buyer in this regard shall be final.

Penalty Clause

1. Any false submissions/falsification of details and enclosures will lead to disqualification of the interested bidder.
2. Any disagreement regarding the scope of work after opening of technical bids will lead to disqualification of the bidder.

Annexure-I
Bidders Profile

1	Name and address of the company			
2	Contact Details of the Bidder (Contact person name with designation, Telephone Number, FAX, E- mail and Web site)			
3	Area of business			
4	Annual Turnover for 3 financial years (Rs in Cr)	2018-19	2019-20	2020-21
5	Date of Incorporation			
6	GST Registration number			
7	PAN Number			
8	Number of technical manpower on company's rolls			

*Relaxations are provided for startups and MSMEs as per Government norms

Annexure - II

PRE-CONTRACT INTEGRITY PACT

GENERAL

This pre-bid pre-contract agreement (hereinafter called the Integrity Pact) is made on day of the month of , between, **HLL Lifecare Limited.**, <Address> India, (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s (Address of the Bidder) (Hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to invite Expression of Interest (Eoi) for selection/empanelment of technology and logistics partner for a Collaboration with HLL for providing services for and the BIDDER is willing to participate in the Eoi as per the terms and conditions mentioned thereon;

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership company (strike off whichever is not applicable), constituted in accordance with the relevant law in the matter and the BUYER is a PSU, a Government of India-owned corporation.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to select/ empanel partner for providing services for..... (Name of the product) through the Eoi in a transparent and corruption free manner, and Enabling BIDDERS to abstain from bribing or Indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, 'organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. Commitments of BIDDER

3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- a) The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- b) The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or, execution of the contractor any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
- c) BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- d) BIDDERS shall disclose the payments to be made by them to agents/ brokers or any other intermediary, in connection with this bid/contract.

- e) The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such, intercession, facilitation or recommendation.
- f) The BIDDER either while presenting the bid or during pre-contract negotiations or before signing the contract, shall 'disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- g) The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- h) The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- i) The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes

to exercise due and adequate care lest any such information is divulged.

- j) The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- k) The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- l) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of EOI. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- m) The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.
- n) In the event of the BIDDER being acquired by or getting collaborated with another company as part of a merger, acquisition, buy out, sell out or take over the interest of the BUYER should not be affected and the terms and conditions shall be the same as in the contract until the term of the contract expires or the completion of the project.

- o) The BIDDER shall be responsible for providing the necessary AMC for a period of ten years starting from the second year of the completion of the project.
- p) The BIDDER in event of inability to provide support shall provide necessary knowledge transfer to the BUYER and the source code wherever necessary.
- q) The BIDDER should be able to automatically update the software in accordance with the upgrades that happen from time to time in ABDM.
- r) The Bidder should have applications which are required to be developed, customized, implemented and integrated as per ABDM guidelines is expected not to limit scope to below mentioned applications only. Bidder may offer to implement additional applications (if required) to achieve proposed outcomes.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any 'corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify Bidder's exclusion from the EOI process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the EOI process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations

5.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

- a) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- b) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- c) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission.
- d) To recover all sums paid in violation of this Pact by the BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

5.2 The BUYER will be entitled to take all or any of the actions mentioned above, also on the Commission by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

6. Independent Monitors

6.1 The BUYER appoints Independent Monitor (hereinafter referred to as Monitor) for this Pact in consultation with the Central Vigilance Commission.

6.2 The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

6.3 The Monitor shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

6.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of meetings.

6.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

6.6 The BIDDER(s) accept(s) that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER with confidentiality.

6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

6.8 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER I BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

7. Facilitation of Investigation

7.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

8. Law and Place of Jurisdiction

8.1 This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9. Other Legal Actions

9.1 The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

10. Validity

10.1 The validity of this Integrity Pact shall be from date of its signing and extend up to the contract period with the BUYER in case a contract is signed. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

10.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11. The parties hereby sign this Integrity Pact.

BUYER

Name of the Officer:

Designation:

HLL Lifecare Limited (address)

Place:

Date:

Witness:

1.

2.

BIDDER

Name of the Officer:

Designation:

M/s

Place:

Date:

1.

2.