

**EXPRESSION OF INTEREST (EOI) FOR
EMPANELMENT OF STRATEGIC PARTNERS FOR
ESTABLISHING AND OPERATING LAUNDRY SERVICES IN
HOSPITALS**



HLL INFRA TECH SERVICES LIMITED

(A Fully owned Subsidiary of HLL Lifecare Limited, A Government of India Enterprise)

B-14 A, Sector - 62, Noida - 201 307, Uttar Pradesh, India

Website: www.hllhites.com

bd@hllhites.com

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HLL INFRA TECH SERVICES LIMITED
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Business Development Division
B-14 A, Sector - 62, Noida - 201 307, Uttar Pradesh, India
Website: www.hllhites.com
E-mail- bd@hllhites.com

EOI ID: 2023_HLL_147613_1

Expression of Interest (EOI)

1. INTRODUCTION TO HITES

HLL INFRA TECH SERVICES LIMITED (HITES), a fully owned subsidiary of HLL Lifecare Limited (A Government of India Enterprise) is focused on providing a plethora of services, primarily in the Health Sector. The company's work can be predominantly classified in to the following areas:

- Infrastructure Development Consultancy
- Procurement Consultancy
- Facility Management Division
- Bio Medical Services

1.1. INFRASTRUCTURE DEVELOPMENT CONSULTANCY

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

1.2. 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.

1.3. FACILITY MANAGEMENT DIVISION

HITES provide Facility management services viz. Operation & Maintenance of Building utilities, Housekeeping, Pest Control, Security, Horticulture and Hospital support services staff like Nursing orderlies, Registration, Data Entry etc, for various Central and State Government Hospitals and Government Institutions

1.4. BIO MEDICAL SERVICES

HITES provides services in Testing & Calibration, Third Party Inspection, and Medical Equipment Maintenance, EMI/EMC Testing facility for medical equipment.

2. PURPOSE AND OBJECTIVE OF EOI

Expression of Interest (“EOI”) Proposal is hereby invited from prospective stakeholders and/or investors for Empanelment of Strategic Partners for Establishing and Operating Laundry Services in Hospitals. Interested bidders are requested to visit websites www.hllhites.com or <https://etenders.gov.in/eprocure/app> for bid documents, qualification criteria etc. Any amendment, update will be published in the above websites only. Information submitted will be reviewed for inherent and relative effectiveness as it relates to HITES objectives of empaneling of strategic partners for establishment and operating of laundry services in hospitals.

Bids from bidders who satisfy the Eligibility Criteria as per the EOI and as well as those who have not defaulted / terminated in any of HITES’ projects will be primarily considered for evaluation.

The Service Providers should have relevant certification/registration from Government authorities as per the rules applicable and have adequate assets, technologies, acumen and other resources to provide consultancy services for establishment and operation of laundry services in hospitals through HITES.

3. SCOPE OF SERVICE UNDER EOI (INTENTION TO PARTICIPATE)

3.1. LANGUAGE

The EOI Proposal and all associated correspondence and documents shall be in English language. Supporting documents and printed literature furnished by the prospective strategic partner with the EOI proposal should also be in English. Supporting materials, which are not in the English language, will not be considered.

3.2. SUBMISSION OF EOI PROPOSAL

Documents to be submitted online in CPPP portal.

SCHEDULE OF SUBMISSION EVENT OF EOI

Sl No.	Description	Details
1	EOI NO.	No. HITES/BD/EOI/2022-23/005
2	Date of issue of EOI	2 nd March 2023, 18.00 hrs
3	Last Date of submission of EOI	29 th March 2023, 18.00 hrs.
4	Date of opening of EOI	30 th March 2023, 15.30 hrs.
5	Proposals should be addressed to	The Chief Executive Officer, HLL Infra Tech Services Limited (HITES), B-14 A, Sector-62, NOIDA, 201307
6	Proposals should be submitted at (Through online mode only)	https://etenders.gov.in/eprocure/app
7	EOI Processing fee	₹20,000/- (Rupees twenty Thousand Only) Nonrefundable along with application + GST
8	Empanelment fee, if qualified	₹ 1,00,000/- (Rupees One Lakh Only) Non-refundable
9	EOI Documents should be obtained	The detailed EOI document can be viewed or downloaded from website www.hllhites.com and https://etenders.gov.in/eprocure/app
10	E-mail id	bd@hllhites.com
11	Contact Details	0120-4071500/537

3.3. RIGHT TO ACCEPT/REJECT ANY OR ALL APPLICATIONS

HITES reserves the right to accept or reject any bid and annul the bidding process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for HITES' action. HITES reserves the right to enter into agreement with as many bidders as it deems fit. Offers / Bids received after due date and time shall be summarily rejected. In case the date of opening happens to be a holiday, the EOI will be received and opened on the next day at same time. EOI can be downloaded from the websites www.hllhites.com or www.lifecarehll.com, and submitted with fees as mentioned elsewhere in the document.

4. ELIGIBILITY CRITERIA

1. The APPLICANT (Service Provider) will be empaneled in the following categories, based on their experience and types of laundry management Services handled by them either in Public & Private hospitals.

SL NO.	Category	Technical Capacity	Financial Capacity
1	A	The applicant should have complete linen management services and has to set up laundry processing facility within the hospital premises which includes linen, complete laundry setup, Transportation, distribution and collection of linen at Hospital including manpower, machinery, Linen etc. Complete in all respect.	Minimum average turnover of the company during the last three financial years should not be less than INR 15 Crores.
2	B	The applicant should have experience in managing the laundry management services in public/private Hospital which include Operation & maintenance of Laundry setup, linen provided by the Hospital, Linen collection and distribution.	Minimum average turnover of the company during the last three financial years should not be less than INR 10 Crores.

3. Organization/firm shall not be in loss for last 3 FYs (proof of document certified by CA and annual report to be attested).
4. HITES reserves its right to allow the empaneled service provider in any category to bid for the works in specific cases on need basis.
5. In case an application is found suitable for empanelment in category lower than the one applied for, the empanelment may be done in the eligible category in respect of such candidate(s).
6. HITES reserves the right to invite bids for any work only from the shortlisted empaneled service provider under different categories.

Category	Laundry Management Services in reputed public and Private Hospital No. of Projects / Works and Value during last Three
A.	At least one completed Project/ works of value more than Rs. 8.00 Crores. Or Two completed Projects/works each of value not less than Rs. 3.50 Crores Or Three completed Projects/works each of value not less than Rs. 2.50 Crores.
B.	At least one completed Project(annual Billing) /work of value more than Rs. 5.00 Crores. Or Two completed Projects (annual billing) /works each of value not less than Rs. 2.00 Crore

The applications shall contain the following:

1. The applicant should have labour license and should be registered with the appropriate authority of EPF/ ESIC and copy of EPF registration/ labour license shall be furnished.
2. Attested copy of the registration of the company along with list of registered office / branch offices/ regional offices with complete addresses and contact details.
3. Attested copy of Income Tax registration / PAN Registration and Income Tax clearance for the last 3 years.
4. Attested copy of GST registration Certificate.
5. Attested copy of shops and establishment registration if any.
6. Name of the applicant's banker with complete address.

7. CA attested/ Audited Trading, Profit & Loss Account and Balance sheet for the last three financial years excluding the current financial year.
8. Details of pending litigation etc
9. Copy of Certificates and license owned by Company related to laundry management as per Indian standards.
10. Any other technical information the applicant wishes to furnish.
11. Attested copy of Power of Attorney/ authorization letter from company/firm in the name of the person signing the application.
12. Experience certificates for the works mentioned above.
13. Certificates of registration with Govt/Semi govt. Municipal authorities etc. (if any).
14. Attested copy of list of equipment owned and being used by the applicant at sites mentioned for qualifying criteria.
15. Attested copy of list of technical and administrative personnel present with the organization in the prescribed format.
16. All the pages of NIT for EOI signed with seal by the authorized signatory of the applicant.
17. Declaration that the firm is not debarred/blacklisted/banned by any companies/government authority.

5. EVALUATION AND SELECTION METHOD

- HITES will shortlist firms based on the relevance and usefulness of experience for the current and expected assignment with HITES.
- Shortlisted firm may be called for giving a presentation for further short listing and this will also a part of vetting the EOI.
- Shortlisted Firms will be offered to submit financial quote.
- HITES reserves the right to reject or accept any EOI without assigning any reason thereof.
- Decision of HITES shall be final and it shall be under no obligation to explain or inform the reasons for engaging or not engaging any Firm. The Firm shall not have any right to represent or challenge the same.
- HITES reserve the rights to cancel this invitation in full or part without assigning any reasons.

6. METHOD OF COORDINATION WITH EMPANELLED STAKEHOLDERS

6.1. MODE OF ASSIGNING WORK

The Company/ Agency shortlisted through above process will be empaneled with **HITES** as Strategic partner, primarily for the work of establishment and operation of laundry services in hospitals. 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 a the requirement / situation may be. The decision of HITES will be final in this regard. Thereafter, the selected party will be required to enter into an Agreement. The empaneled strategic partner will have to work on back to back terms and condition of the HITES clients followed by terms & condition of HITES NIT.

- In case the date of opening happens to be a holiday, the EOI will be received and opened on the next working day at the same time.

6.1 DOCUMENTS REQUIRED

- i. Registration details of the constitution of the firm/ incorporation details.
- ii. Copies from the client certifying their services of the Project/ Govt. Corporation for the last 3 financial years.
- iii. Solvency certificate from the Bank as per the date of EOI.
- iv. Brief presentation/write-up of your enterprise including number of staff, technology used, working methodology, turnover, years in relevant business.
- v. Organization structure and CVs of key team members;
- vi. Attested balance sheet / annual report for last 3 years.
- vii. Copy of Certificates and license owned by Company like ISO and other quality related license for performing subject work.
- viii. Proof of Statutory license, viz. EPF, ESI, Service tax, TIN, GST, PAN, etc.
- ix. List of present clients and projects in last 3 years with value of each project.
- x. Address of branch offices, regional offices and registered office of the bidder across India.

- xi. List of equipment's owned and being used by the applicant for laundry services business.
- xii. The vendor has to give an affidavit on a Non –judicial paper that there is no vigilance / CBI case pending against the firm/ supplier/ or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm.
- xiii. Conditional application will be summarily rejected.

7. OTHER TERMS & CONDITIONS

7.1. TENURE OF ENGAGEMENT

The empanelment shall be initially valid for a period of 5 years. However, HITES can restrict/lengthen this period as per its discretion.

7.2. CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and recommendation for the Empanelment of Strategic Partners for Establishment and Operation of Laundry Services in Hospitals shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising HITES in relation to, or matters arising out of, or concerning the EOI process. HITES will treat all information, submitted as part of EOI Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. HITES may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and / or the HITES or as may be required by law or in connection with any legal process.

7.3. FAIRNESS 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 believe 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.

7.4. TERMINATION

HITES is within its right to terminate the Strategic Partner at any time on giving notice of 60 days to the Partner without assigning any reason whatsoever in conditions where the Strategic Partner commits a material breach of agreement or becomes insolvent.

7.5. DISPUTE RESOLUTION AND JURISDICTION

If dispute or difference of any kind shall arise between the HITES/HLL 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 _____ days of its occurrence or its intimation of occurrence whichever is later, then either the HITES/HLL 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).

7.6. DISCLAIMER

The information contained in this EOI document or subsequently provided to prospective strategic partner whether verbally or in documentary form by or on behalf of HITES or any of their employees or advisors, is provided to the prospective strategic partner on the terms and conditions set out in this EOI document and any other terms and conditions subject to

which such information is provided. This EOI document is not an agreement and is not an offer or invitation by the HITES Representatives to any other party.

The purpose of this EOI document is to provide prospective strategic partners with information to assist in the formulation of their EOI Proposal. Each prospective strategic partner should conduct its own due diligence, investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI document or information supplied to prospective strategic partner by HITES and obtain independent advice from appropriate sources. HITES or its Representatives make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the EOI document and any other information supplied by or on behalf of HITES or its Representatives or otherwise arising in any way from the selection process.

HITES may at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI document from time to time, through uploading it on the websites www.hllhites.com or <https://etenders.gov.in/eprocure/app>.

7.7. SUB-CONTRACTING:

The Successful bidder shall not sub-contract or transfer the contract to any other service provider.

8. APPLICATION CHECKLIST

- i. E-challan/receipt of tender fees for Rs 20000/-+18% GST= Rs. 23,600 towards cost of document, (RTGS/NEFT/IMPS) transfer (As per the Bank Details given in the tender document).
- 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 / block-listed by any central/ state government Department / Organization / PSUs.
- vi. All pages of the EOI must be serially numbered, properly bound.

9. Bank Details:-

Cost of bid document for on-line bid for work is shown in the table above. Tender cost (non-refundable) will be submitted online in following HITES Bank Account:

S. No.	Particulars	Details
1	Name of Beneficiary	HITES FD BACKED OVERDRAFT ACCOUNT
2	Name of Bank	ICICI Bank
3	Bank Branch Name	Sector-62,NOIDA Branch
4	Branch Address	Stellar IT Park, C-25, Sector-62,NOIDA, Uttar Pradesh
5	Bank A/c No.	158005003923
6	IFSC Code	ICIC0001580
7	Branch Code	152
8	MICR	110229152

The proof of payment (Tender Cost) indicating UTR No. needs to be uploaded in technical bid folder. The bidder has to submit the proof of payment on date as specified in EOI. Proof of payment indicating UTR No. needs to be uploaded in technical bid folder. The bidder has to submit the proof of payment on date as specified in the EOI.

Validity of EOI will be 180 days.