

EXPRESSION OF INTEREST
FOR
EMPANELMENT OF CONSULTANTS WITH HITES
FOR DESIGN AND DEVELOPMENT OF THE PROJECT
MANAGEMENT SYSTEM FOR HOSPITAL DIVISION OF
MINISTRY OF HEALTH AND FAMILY WELFARE



HLL INFRA TECH SERVICES LIMITED

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

B-14 A, Sector - 62, Noida - 201307, Uttar Pradesh, India

Website: www.hllhites.com

bd@hllhites.com

EXPRESSION OF INTEREST
FOR
EMPANELMENT OF CONSULTANTS WITH HITES
FOR DESIGN AND DEVELOPMENT OF THE PROJECT
MANAGEMENT SYSTEM FOR HOSPITAL DIVISION OF
MINISTRY OF HEALTH AND FAMILY WELFARE



HLL INFRA TECH SERVICES LIMITED

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

B-14 A, Sector - 62, Noida - 201307, Uttar Pradesh, India

Website: www.hllhites.com

bd@hllhites.com

1. INTRODUCTION TO HITES

HITES is a CPSE under Ministry of Health and Family Welfare (MoHFW), Govt. of India, focused on providing a plethora of services, primarily in the Health Sector. The company's works can be predominantly classified into 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 Upgradation of various Medical Colleges all over India and is the 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 health care and hospital products, equipment and services. It is designated as the National Procurement Support Agency (NPSA). With a team of highly qualified and experienced professionals, it has proven expertise in undertaking consultancy assignments including bid process management, procurement of goods, as well as project planning and monitoring.

HITES has already handled/handling Procurement projects worth over Rs. 5500 Cr. HITES is considered to be the market leader in Medical Equipment Procurement in India. HITES is positioned to provide comprehensive services w. r. t. Design, Build, Procure, Install, Commission, Train and Maintain all services related to health sector.

1.3. 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.

1.4. BIOMEDICAL SERVICES

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

2. PURPOSE AND OBJECTIVE OF EOI

Notice Inviting Tender (EOI) Proposal is here by invited from prospective stake holders and/or service Providers engaged in providing skilled manpower to different institutes, autonomous bodies, Hospitals across Globe. Interested bidders are requested to visit websites www.hilhites.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 with regards to HITES.

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 applicable and have adequate assets, technologies, acumen and other resources to provide skilled trained manpower including process of visa and insurance related cases, language training etc. to name a few.

LANGUAGE

The EOI Proposal and all associated correspondence and documents shall be in the 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 SUBMISSION OF EOI PROPOSAL

SCHEDULE OF SUBMISSION EVENT OF EOI

Sr. No.	Description	Details
1	EOI NO.	HITES/BD/EOI/2023-24/013
2	EOI ID.	2024_HITE_191561_1
3	Date of issue of EOI	15.03.2024,15:00 hrs.
4	Last Date of submission of EOI	29.03.2024, 15:00 hrs.
5	Date of opening of EOI	30.03.2024, 15:30 hrs.
6	Proposals should be addressed to	The Chief Executive Officer, HLL Infra Tech Services Limited (HITES), B-14 A, Sector-62, NOIDA, 201307
7	Proposals should be submitted (Through online mode only)	https://etenders.gov.in/eprocure/app
8	Tender Processing fees (Through online mode only, as per the bank details in the bid)	₹20,000/- (Rupees Twenty Thousand Only) +18% GST = ₹23,600/- (Twenty-three thousand Six Hundred Only) Non-refundable
9	Empanelment fee, if qualified	₹ 1,00,000/- (One lakh Rupees Only) Non-refundable
10	Tender 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
11	E-mail id	bd@hllhites.com
12	Contact Details	0120-4071500/576

4 Selection of Consultants by HITES for Design and Development of the Project Management System for Hospital Division of Ministry of Health and Family Welfare and Empanelment of Consultants for HITES

4.1 Scope of Work for Design and Development of the Project Management System

4.1.1 Project Title:

Design, Development, Deployment, and Management of a Project Monitoring System for the Ministry of Health and Family Welfare, Government of India.

4.1.2 Background:

The Scope of Work (SOW) for the Project Management Team focuses on a vital initiative aimed at refining and augmenting the existing frameworks and methodologies within the Ministry of Health and Family Welfare. This initiative is essential for tackling the present challenges and inefficiencies encountered in the domains of infrastructure-related projects, various procurement activities, and medicine inventory management. By implementing a methodical approach encompassing analysis, design, development, and deployment, the project endeavours to introduce an advanced Project Monitoring System. This system aims to significantly boost the transparency, efficiency, and effectiveness of health service delivery, ensuring optimized resource management and enhanced health outcomes. The detailed SOW underscores the project's dedication to employing cutting-edge technology and best practices to elevate the administration of health services.

4.1.3 Objective:

To implement a comprehensive Project Monitoring System (PMS) aimed at enhancing efficiency, transparency, and efficacy in infrastructure procurement and medicine inventory management within the Ministry of Health and Family Welfare.

4.1.4 Scope:

1. As-Is Analysis:

- Execute an in-depth investigation and evaluation of the existing systems and procedures for tracking tasks and activities, acquiring infrastructure, and managing inventory of medicines.
- Pinpoint potential enhancements within the current systems and procedures.
- Determine the essential indicators and metrics that are presently tracked.
- Compile an exhaustive report detailing the current state, referred to as the "As-Is" document.

2. To-Be Design:

- Develop a "To-Be" model that outlines the envisioned state of the project monitoring system, incorporating advanced features and functionalities for enhanced performance.
- Define the system requirements, including functional and non-functional specifications.
- Define the Key Performance Indicators, Measures and Dimensions that are supposed to be captured for effective monitoring.

3. Detailed Project Report (DPR):

- Prepare a DPR that includes project objectives, scope, methodologies, timelines, budget estimates, and resource allocation plans.
- Outline the strategies for risk management, quality assurance, and stakeholder engagement.

4. Technical Design Document (TDD):

- Create a TDD detailing the system architecture, technology stack, data models, and integration points.
- Include diagrams and flowcharts to explain the system workflows, components, and interactions.

5. Project Monitoring Dashboard Development:

- Design and develop a user-friendly project monitoring dashboard to track progress, performance metrics, and critical issues in real-time.
- Ensure the dashboard provides access to project overviews, task tracking, resource allocation, financial management, and reporting features.

6. Implementation and Monitoring:

- Oversee the development and deployment of the project monitoring system.
- Implement the system in a phased manner, ensuring minimal disruption to ongoing operations.
- Establish a project management office (PMO) for continuous monitoring, reporting, and adjustment of project plans as necessary.
- Coordination with stakeholders for collection of Data and ingestion into system.

4.1.5 Deliverables

- As-Is Report
- To-Be Design Document
- Detailed Project Report (DPR)
- Technical Design Document (TDD)
- Project Monitoring Dashboard
- Implementation and Monitoring Reports

4.1.6 Payment Milestones Table: -

Particular	Percentage of Payment
• Award of works.	• 20%
• After 3 months from date of Award of Work.	• 20%
• After 6 months from date of Award of Work.	• 20%
• On Completion from date of Award of Work.	• 20%
• On Completion of 24 months from date of Award of Work.	• 20%

S. No.	Milestones	Categories (Supply and Installation Cost)	% age of pro-rata Contract Price excluding Recurrent Costs
1	Milestone 1	Team Onboarding & Inception Plan	10%
2	Milestone 2	DPR, Technical Design Document	10%
3	Milestone 3	Design & Development of Dashboard	30%
4	Milestone 4	Training, UAT, Go Live	20%
5	Milestone 5	O&M 5% for each Quarter for 5 Quarters	30%
Total			100%

5 Requirements

5.1 Consultant Designations and Required Experience

The designations of consulting resources and their years of experience are as follows:

Designation	Years of experience
Associate Consultant	> 2 years to < = 5 years
Consultant	> 5 years to < = 9 years
Senior Consultant	> 9 years to < = 13 years
Principal Consultant	> 13 years

5.2 Type of Work and indicative work description

S. No.	Type of work	Indicative Work Description
1	Business Process Re-engineering	<ul style="list-style-type: none">• Study of business processes• Organization structure of government departments• Preparation of As-Is Process maps• Identification and analysis of gaps and proposing To-Be processes for improved and efficient delivery of G2G, G2B and G2C services.
2	Strategy Management	<ul style="list-style-type: none">• Consultancy for strategic planning and management during any/all phases of assessment/ planning/ implementation/ continuous strategy for implementation and rollout of large/medium/small Government service delivery project• Feasibility study/policy assessment/impact assessment/IT roadmap/strategy plan for Investment attraction and facilitation, Trade promotion, Startup promotion, Ease of doing business and living, Industrial development etc.• Cutting edge technologies available and their application to the e-Governance domain
3	DPR preparation and Project Design	<ul style="list-style-type: none">• Preparation of Detailed Project Report (DPR)• Business model• Risk analysis• Stakeholder analysis (including expected benefits for the Government entity)• Financial Estimate• Architectural Design of the various components of the System• Interoperability Design of System - including ensuring that the proposed system is able to provide and / or receive data from other Systems of GoM and GoI.
4	Technical activities for System Design / Rollout/ System upgrade /Performance improvement	Consultancy during any/all phases of the project on the following activities in simple/complex heterogeneous systems environments for large/medium/small projects leading to enablement of IT enabled service delivery (G2G/G2B/G2C) Departments/organizations/institutions: <ol style="list-style-type: none">1) Design and architecture for Hardware/ Software requirements2) Server requirements (Compute, Storage, Virtualization, deployment etc.)

		3) Performance improvements 4) Networking/LAN/WAN design
5	RFP preparation & Bid Process Management	Consultancy during any/ all phases of Bid Process Management including: <ul style="list-style-type: none"> • Preparation of Expression of Interest (EoI)/Request for Proposal (RFP)/ Request For Quote (RFQ) • Requirement gathering/ functional specifications/ implementation timelines/ defining levels/ payment terms/ contract finalization / costing model etc.) • Pre-bid meetings • Evaluation Qualification - (Technical/Financial) • Prepare and review of NDA, Agreements & Contracts, contract drafting & validation etc. • Knowledge of IT acts, IT certifications & related matters etc.
6	Application Rollout, Project Management	<ul style="list-style-type: none"> • To provide consultancy support in any/all phases of the project viz initiation, planning, executing, transitioning while managing scope, time, risk etc. before, during and after implementation of any Government service delivery project. • Testing of solutions/systems related to hardware and Software. • Review of compliance to Government of India (GoI)/Ministry of Health and Family Welfare) norms including NeSDA, GIGW, Open Data policy, Open API policy etc. • Status reporting and monitoring • Issue tracking and resolution • Service Level Agreement (SLA) monitoring & management • Hand-holding all e-Governance related activities of the department • Vendor management • Third Party Audit • Change Management • Capacity augmentation for the department • Knowledge of IT acts, IT certifications & related matters

6 Evaluation

Stage 1: Pre-Qualification Criteria

HITES will evaluate the Bidders on each criterion separately and satisfy itself beyond doubt on the Bidder's ability / position to meet the criteria. Those Bidders who qualify on ALL the criteria will only be considered as Qualified under Stage 1 of evaluation" and can be considered for Stage 2 evaluation.

Sl. No	Eligibility Criteria Requirements	Supporting documents Required
1	The bidder should be in existence for more than 7 years in India.	i) Certificate of Incorporation ii) Copy of GST Certificate Copy iii) PAN Card iv) Copy of EPF and ESI registration
2	The applicant should be a single business entity under the Companies Act 1956 or Companies Act 2013 and as amended from time to time, or, an entity registered under the LLP act in India	Copy of the certificate of incorporation
3	The applicant should have the following experience in the last 3 years as on date of submission of application: Providing at least ONE IT Advisory Services project with a Government Sector Client in India with consulting order value more than INR 5 Crore; OR Providing at least TWO IT advisory services project with Government Sector Client in India with consulting order value more than INR 3 Crore each; OR Providing at least THREE IT advisory services project with Government Sector Client in India with consulting order value more than INR 2 Crore each;	Copy of Letter of Intent or Work Order or Agreement or letter from clients has to be submitted. Document should mention that the nature of work is IT advisory / consulting. Manpower supply, System Integrator type of work, Application design, rollout, maintenance type of work orders will NOT be considered.
4	The bidder's average annual revenue over last 3 years from Consultancy services should be at least Rs 50 Crore – i.e., FY 2020-21 to 2022- 2023 (as per the last published audited balance sheets)	Certified copy of Audited Financial Statements for the financial years 2020-21, 2021-22 and 2022-23 Or CA Certificate with CA's Registration Number / Seal. The certificate should clearly state that the revenue was from Consultancy Services.

5	The Bidder should have positive net worth as on 31 st March 2023	Certified copy of Audited P&L statements Or CA Certificate with CA's Registration Number/ Seal
6	The bidder should have at least 60 full time Consultants in Consultancy services as on bid submission date. Any person who is on the payroll of the Bidder and fits the requirements as detailed in Section 2 of this document shall be considered as a Consultant for the purpose of this criterion.	1) Certificate from the HR/Authorized Signatory on the firm's letterhead with names of the consulting resources. 2) Certificate from Auditor regarding the tenure of these names in the Bidder's firm is required.
7	The bidder should have an office in Delhi	Delhi address of the Bidder.
8	The bidder should not have been blacklisted by Central Government or its entities or any State Government or its entities or PSU enterprise in India as on the date of issuance of this RFP	Self-Declaration on the letter head of the Bidder certified by authorized signatory of the bidder
9	The Applicant should have quality processes to ensure consistent quality of work and should have one of these two certificates - ISO 9001 / CMMi L3 or above The CMMi certificate should be verifiable on the link: https://cmminstitute.com/pars	Relevant certificates should be submitted.

Note:

- 1) Consortium Bids are not allowed
- 2) All work orders that need to be submitted as documentary proof for this section should be in the name of the Legal entity which is bidding.
- 3) Bidders need to ensure compliance to all the eligibility criteria points.
- 4) The decision of HITES shall be final and binding in this regard.
- 5) The Bidders who are meeting all the Pre-Qualification criteria will only be shortlisted for the Stage 2 – Technical Proposal Evaluation.

Stage 2: Technical Evaluation

S. No	Past Experience	Score	Max Score										
1	Profile of the Bidder	30 marks											
1.1	<div>Years of existence in India</div> <table><tr><td>Years of existence</td><td>Marks</td></tr><tr><td>> 7 years</td><td>3 marks</td></tr><tr><td>> 8 years</td><td>6 marks</td></tr><tr><td>> 9 years</td><td>8 marks</td></tr><tr><td>> 10 years</td><td>10 marks</td></tr></table> <div>Document: Certificate of Incorporation</div>	Years of existence	Marks	> 7 years	3 marks	> 8 years	6 marks	> 9 years	8 marks	> 10 years	10 marks	05 marks	
Years of existence	Marks												
> 7 years	3 marks												
> 8 years	6 marks												
> 9 years	8 marks												
> 10 years	10 marks												
1.2	<div>Number of consulting resources* in India</div> <table><tr><td>Number of consulting resources*</td><td>Marks</td></tr><tr><td>> 60 resources</td><td>02</td></tr><tr><td>> 75 resources</td><td>03</td></tr><tr><td>> 100 resources</td><td>04</td></tr><tr><td>> 125 resources</td><td>05</td></tr></table>	Number of consulting resources*	Marks	> 60 resources	02	> 75 resources	03	> 100 resources	04	> 125 resources	05	05 marks	
Number of consulting resources*	Marks												
> 60 resources	02												
> 75 resources	03												
> 100 resources	04												
> 125 resources	05												
	<div>*Any person who is on the payroll of the Bidder and fits the requirements as detailed in section 2 of this document shall be considered as a Consultant for the purpose of this criterion.</div> <div>Document: Self certification by HR/Authorized signatory and Auditor.</div>												
1.3	<div>Total value of projects meeting the criteria - IT Advisory Services project with a Government Sector Client in India with consulting order value more than INR 2 Crore within the past 3 FY</div> <table><tr><td>Value of projects</td><td>Marks</td></tr><tr><td>> 5 Crores</td><td>5</td></tr><tr><td>> 10 Crores</td><td>10</td></tr><tr><td>> 15 Crores</td><td>15</td></tr></table> <div>Document: Work order should mention that the nature of work is IT advisory/consulting.</div>	Value of projects	Marks	> 5 Crores	5	> 10 Crores	10	> 15 Crores	15	15 marks			
Value of projects	Marks												
> 5 Crores	5												
> 10 Crores	10												
> 15 Crores	15												

1.4	<p>Certifications (SEI CMMi Level 5, / ISO 27000 / ISO 20000) 2 marks for each certification; max 5 marks.</p> <p>Document: Relevant certificates. The CMMi certificate should be verifiable on the link: https://cmminstitute.com/pars</p>	05 marks	
2	Approach and Methodology for Design and Development of Development of the Project Management System for Hospitals Division of Ministry of Health and Family Welfare	40 marks	
3	Experience of large-scale IT and e-Governance Consultancy assignments in India and abroad	12 marks	
3.1	<p>Three Project Management Consulting Projects of combined worth 50 Crore or more – 03 marks</p> <p>Three Project Management Consulting projects of combined worth 25 Crores but less than 50 crores – 02 marks</p> <p>Three Project Management Consulting projects of combined worth 10 Crores but less than 25 crores – 01 mark</p>	03 marks	
3.2	<p>Number of projects involving following domains/technologies:</p> <ul style="list-style-type: none"> i) Blockchain projects ii) AI/ML iii) Data Analytics iv) GIS v) Cyber Security vi) Smart City/Safe City <p>At least 2 projects in any 5 of above categories. (1 mark each)</p> <p>The relevant work order will need to be submitted. Work order should mention that the nature of work is IT advisory/consulting.</p>	05 marks	
3.3	<p>Experience working in Project Management Consulting Projects for International Government, Multilateral Organizations like the UN, World Bank, WHO, ADB etc.</p> <p>Marks will be based on the number of projects worked on <i>Max marks = 04 (2 marks each for 2 assignments)</i></p>	04 marks	

4	Quality of consulting team	18 marks
4.1	<ul style="list-style-type: none"> Profile review of 6 resources across the "Types of Work" elaborated in section 2.2 of this RFP. The profiles submitted for this clause should only be from "Associate Consultant" designation or "Consultant" designation as described in section 2.1 of this RFP Not more than 1 profile from each "Type of Work" as described in section 2.2 of this RFP. 3 marks for each profile. Use Format given in Annexure 1 <p>Marks will be based on:</p> <ul style="list-style-type: none"> Total number of projects handled. Number of States (In India) for whom projects were executed Number of projects for international organizations / governments outside India These resources should have been with the Bidder for at least 1 year since publication of this RFP. Certificate from Auditor regarding the tenure of these profiles in the Bidder's firm is required along with these profiles. 	18 marks
Total		100

Stage 3: Commercial Evaluation for Design and Development of PMS system at MoHFW

- The applying entities are supposed to submit their financial proposal in the following format against the resources mapped below for a 2-year engagement for Design and Development of the PMS system at MoHFW

S. No.	Consultant Designation	No. of Personnel Deployed	No. of Man-Months	Rs. Per man-month	Total
1.	Principal Consultant				
2.	Senior Consultant				
3.	Consultant				
4.	Associate Consultant				
Total					

The Commercial Evaluation will be as follows:

1. The Committee shall evaluate the Commercial bids with reference to the information provided as per above format.
 2. The Commercial bids of only those bidders who qualify the technical evaluation by attaining the minimum qualifying score (70 marks as mentioned above) shall be opened by the Committee.
- **Technical Score (T)** = (Technical Marks of the Bidder/Highest Technical Marks)*100
 - **Financial Score (F)** = (Lowest Price Quoted/Price Quoted by the Bidder)*100
 - **Combined Score(H)** = $T*80\% + F*20\%$

Stage 4: Selection of Consultant for PMS

1. The consultant scoring the highest combined score (H1) will be awarded will be awarded the contract for the Design and Development of the Project Management System for Hospital Division of Ministry of Health and Family Welfare

Stage 5: Empanelment of Agencies by HITES

1. For empanelment of agencies, minimum 70 marks are required in the Technical Evaluation
2. For each designation of consulting resource, the lowest rate across all the qualifying bids (H1, H2, H3, H4 & H5) shall be declared as the L1 rate for that Designation of consulting resource. Thus, a L1 rate card will be prepared for all Designations mentioned in Section 2.1.
3. In order to create a panel, all qualified bidders (H1, H2, H3, H4 & H5) shall be provided an option to match the L1 rate for each Designation of consulting resource discovered in step above.
4. All the qualified bidders who match the complete L1 rate card shall be declared as qualified for empanelment as consultants.

7. Documents to be submitted

1. Documents in respect to the Pre-Qualification Criteria.
2. Should not have been blacklisted by any Govt. of India/PSU /PSE/ Govt. Organizations for breach of any applicable laws or violation of regulations or breach of agreement during the last 03 (three) years. Agency to submit an affidavit in this regard.
3. Submit self-attested copy of the Certificates of Incorporation and other certificates that are legally required for carrying out its business activities.
4. Copy of PAN Card.
5. Work Orders/Letters of reference from ongoing/completed contracts.
6. The agency shall mention past and ongoing court cases of agency along with current status in the affidavit\Instructions for agency to fill the application.

8. SUBMISSION OF TENDER PROPOSAL

The tender shall be submitted online with the name and no. of the EOI. A processing fee of ₹23,600/- (Twenty-three thousand Six Hundred Only) payable online to the bank, as per tender document with the EOI. 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.

Technical bid. (To be submitted online only)

- Validity of tender will be 180 days.

Offers / Bids received after due date and time shall be summarily rejected. In case the date of opening happens to be a holiday, the tender will be received and opened on the next working day at the same time.

9. 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 believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration.

10. TERMINATION

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

a. DISPUTE RESOLUTION AND JURISDICTION

If dispute or difference of any kind shall arise between the HITES and the Strategic Partner in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultants. If the parties fail to resolve their disputes or differences by such mutual consultation within 60 days of its occurrence or its intimation of occurrence whichever is later, then either the HITES or the Strategic Partner may give notice to the other party of its intention to commence arbitration, as hereinafter provided, the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. Such dispute or difference shall be referred to the sole arbitrator appointed by the CEO of HITES or his authorized representative. The award of the arbitrator shall be final and binding on the parties to the contract subject to the provision that the arbitrator shall give reasoned award. The venue of arbitration shall be Delhi/ New Delhi (India).

b. 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 employee 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 documenter 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 HITES website www.hllhites.com or <https://etenders.gov.in/eprocure/app>

c. SUB-CONTRACTING:

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

11. APPLICATION CHECKLIST

- i. Tender fees Rs. 20,000+18% GST = Rs 23,600/- towards cost of document (e-challan /receipt/transaction details, to be uploaded online) (RTGS/NEFT/IMPS etc. details).
- 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.

PROPOSAL COVERING LETTER (ON BIDDER'S LETTER HEAD)

To,

CEO HITES,

Head Office: B14 -A, Sector-62 Noida-201307 (UP)

Subject: Submission of the Proposal for <insert EOI Name> <EOI No.>

Dear Sir,

1. We, the undersigned, offer to provide services to HITES with reference to your Expression of Interest <insert EOI Name> dated <insert EOI date>. We are hereby submitting our proposal.

2. We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

3. We agree to abide by all the terms and conditions of this EOI document. We would hold the terms of our proposal valid for the number of days as stipulated in the EOI document.

Yours sincerely,

<Authorized Signatory>

Name:

Designation:

Mobile:

Email ID:

Address:

Seal:

Date

CV format

1	Proposed Position and Skill Set	(Principal Consultant, Senior Consultant, Consultant, Associate Consultant)
2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [College/University, Name of Degree, Specialization & dates]	
6	Membership of Professional Associations / Societies	
7	Summary of key Training & Certifications	
8	Countries of Work Experience: [List countries and names of projects where staff has worked in the last ten years]	
9	Short description of all projects handled (Name of project, Name of Customer, Start date - End date & whether it was for International Organization/Government)	
10	Language Proficiency	(Read/Write/Speak) - (Excellent/Good/Fair)
11	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]	From [year]: To [year]: Employer: Positions held:
12	Highlights of assignments Handled and significant accomplishments	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

SELF DECLARATION FOR THE CODE OF INTEGRITY (To be included in the EOI)

I/We shall maintain a high degree of integrity during the course of my/our dealings business/contractual relationship with HITES. If it is discovered at any stage that any business/ contract was secured by playing fraud or misrepresentation or suspension of material facts, I/We authorize HITES to term such contract as voidable at its sole option and take suitable action as deemed fit.

Place:

Date:
behalf of Agency

Signature of Authorized Signatory on

Name:
Address:

Mobile:
Email ID:

UNDERTAKING & ACCEPTANCE LETTER BY THE BIDDER
(To be included in the EOI)

I/We have carefully gone through the various terms and conditions listed in the EOI Document for providing HIMS Application at HITES as an empaneled agency.

I/We agree to all these conditions and offer to provide HIMS Application at HITES and submitting this EOI after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We hereby sign this undertaking in token of our acceptance of various conditions listed in the EOI document.

Place:

Date:

Signature of Authorized Signatory
on behalf of Agency

Name:

Address:

Mobile:

Email ID:

UNDERTAKING FOR NON-BLACKLISTING

We, M/s _____ here by undertake that,

1. In case the documents submitted by me/ us is found to be forged/ false at any stage, I/we may be debarred from HITES for taking participation in all future HITES works and any other suitable action may be taken against our company/ firm as deemed fit by HITES.

2. I/We state the firm or its partners or its directors have not been listed or any case is pending or any complaint regarding irregularities is pending against them, in India or abroad by any global international body like world Bank/ International Monetary fund/ world health origination etc. or any Indian State/ Central Government Departments or Public Sector Undertaking of India.

Place:

Date:

Signature of Authorized Signatory on
behalf of Agency

Name:

Address:

Mobile:

Email ID:

BIDDER'S GENERAL INFORMATION (ON BIDDER'S LETTER HEAD)

Bidder need to fill in the details (with supporting documents attached)

S. No.	Description	Details
1.	Name of Bidder	
2.	Type of Bidder's registration	
3.	Year of establishment	
4.	Address of registered office with telephone no. and fax no.	
5.	Address of office/s in National Capital/India	
6.	A profile of the bidder clearly declaring the domain specific expertise/ experience of the bidder	
7.	Permanent Account Number	
8.	GSTN Reg. Number	
9.	Whether the firm has been blacklisted by any Central Govt. /State Govt./PSU/ Govt. Bodies/Autonomous?	
10.	Status and details of disputes/Litigation/ arbitration, if any.	
11.	Name, Designation, and address of the Officer to whom all references shall be made regarding this EOI	
12.	Contact details of Authorized signatory	

Annexure-VII

Please ensure that following documents have been enclosed along with the EOI response

S. No.	Description	Compliance/ confirmation by the Agency (Yes/ No/ Not Applicable)	Please indicate page number of the bid document
1	Proposal Cover Letter as per Annexure I		
2	Brief Profile Details of the bidder as Per Annexure VI		
3	Company registration copy /Incorporation Certificate		
4	Work Order/Agreement for the Technical Evaluation Criteria		
5	Transaction Details of EOI processing fees (₹23,600 only) through online mode only		
6	PAN/GST registration copy/ TIN		
7	Turnover Certificate from Financial years i.e., (2020-21, 2021-22, 2022-23)		
8	Audit Reports (Balance sheet and P&L Statement) for previous three Financial years i.e., (2020-21, 2021-22, 2022-23)		
9	Board Resolution in the name of Authorized Signatory		
10	Self-declaration for the code of integrity as per Annexure III		
11	Undertaking & Acceptance by bidder, acceptance of various conditions listed in the as per EOI document as per Annexure IV		
12	Undertaking regarding Non-Blacklisting as per Annexure V		

****End of the document****