

EXPRESSION OF INTEREST

FOR

EMPANELMENT OF SERVICE

PROVIDERS FOR

HOSPITAL INFORMATION

MANAGEMENT SYSTEM



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

No. HITES/BD/EOI/2022-23/001

06.02.2023

**INVITATION FOR
EXPRESSION OF INTEREST
FOR EMPANELMENT OF SERVICE PROVIDER
WITH
HLL INFRA TECH SERVICES LIMITED
FOR
HOSPITAL INFORMATION MANAGEMENT SOLUTION**



HLL INFRA TECH SERVICES LIMITED
(A Fully owned Subsidiary of HLL Lifecare Limited, Government of India Enterprise)
Business Development Division
B-14 A, Sector - 62, Noida - 201 307, Uttar Pradesh, India
Website: www.hllhites.com

SCHEDULE OF SUBMISSION EVENT OF EOI

SI No.	Description	Details
1	EOI NO.	No. HITES/BD/EOI/2022-23/001
2	Date of issue of EOI	6 th Feb 2023, 18.00 hrs
3	Last Date of submission of EOI	3 rd March 2023, 18.00 hrs.
4	Date of opening of EOI	4 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)	HLL Infra Tech Services Limited (HITES), B-14 A, Sector-62, NOIDA, 201307
7	EOI Processing fee	Rs. 20,000/- Plus GST@ 18%=Rs. 23,600
8	Empanelment fee, if qualified	₹ 50,000/- (Rupee's Fifty Thousand 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

Invitation for Expression of Interest for Empanelment of Service Provider with **HLL INFRA TECH SERVICES LIMITED** for Hospital Information Management Solution (HIMS)

1 PROFILE OF BUSINESS AND SCOPE OF WORK

1.1 Objective of EOI

Evaluation of the Bidders for Empanelment of OEM for Hospital Information Management Solution (HIMS) OEM. HIMS Solution provided by the Bidder will be implemented in the Hospitals across multiple location, multiple modules such as Medical administration, Clinical and Electronic medical record (EMR) Administration such that all electronic transactions flow seamlessly without manual intervention.

The Bidder solution should be based on open source as per the industry's best standards practices.

The Bidder shall be responsible to develop and customize the HIMS, implement and maintain the same along with its database and integration with respective medical equipment's and third-party software in use at Hospital. The Bidder staff shall also be responsible to interact directly with the end users and with third party vendor(s) to implement the HIMS.

For this purpose, HITES invites EOI from Bidders for providing, implementing HIMS solution which are accessible through web interface/web browser, accessible on PDA devices for windows, android, IOS etc., having the capability to define user access rights and provide audit trail including username, ID, date, time stamp etc. and training and maintenance for scope of work defined in this document.

1.2 EOI NOTICE:

Sr. No.	Name of Work	Processing Fees	Remark
1	Invitation for Expression of Interest for Empanelment of Service Provider with HLL Infra Tech Services Limited for Hospital Information Management Solution.	Rs. 20,000/- Plus GST@ 18%=Rs. 23,600	

1	Scope of work	Invitation for Expression of Interest for Empanelment of Service Provider with HLL Infra Tech Services Limited for Hospital Information Management Solution.
2	Validity of EOI	180 days from the last date of submission.
3	Start Date & Time of Procurement of EOI Document	06/02/2023 Document is to be down loaded from web site for submission along with credentials through online.www.hllhites.com and https://etenders.gov.in/e procure/app
4	Last Date & Time for Online submission of EOI bid.	On 03.03.2023 up to 18:00 hrs.

5	Online Opening of Technical bid	On 04.03.2023 at 15:30 hrs.
7	Contact Information	CEO HITES HLL Infra Tech Services Limited (HITES), B-14 A, Sector-62, NOIDA, 201307 Phone no.:- 0120-4071500/537/564 e-mail id- bd@hllhites.com ; enquiry@hllhites.com

1.2.1 HITES invites Expression of Interest (EOI) from OEMs of Hospital Information Management Solution (HIMS) for empanelment to support in execution of Digital Health Transformation projects during association with HITES. The services will include turnkey solutions as well as engagement of professional resources for above areas as per requirement.

1.2.2 The interested companies are advised to submit online bids to address as per clause.

1.2.3 The hardcopies/ documents like DD etc. of the EOI must be submitted at below given address:

CEO HITES

HLL Infratech Services Limited

HITES Corporate Office :B-14 A, Sector-62 Noida-201307 (UP)

1.2.4 The EOI must be submitted in English language only. All the documents including the supporting documents/ enclosures etc. must be fully legible. Supporting documents if in a language other than English must be accompanied by a certified English translated document. The English version shall prevail in matters of interpretation. EOI Documents which are not legible shall be rejected.

1.2.5 Only ONE EOI is acceptable from the OEM. Company submitting multiple EOIs will be rejected. **Consortium/ JV/ JC/ Sub- Contracting** is not allowed.

1.2.6 The bidder shall bear all costs associated with the preparation and submission of EOI and HITES will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EOI process.

1.2.7 In case the bidder has any doubt about the meaning of anything contained in the EOI document, she/he shall seek clarification within 3 days of issue of EOI. Except for any written clarification from CEO HITES office, no written or oral communication, presentation, or explanation by any other employee of HITES shall be taken to bind or fetter HITES under the contract.

1.2.8 Bidders shall have to submit an amount of ₹ Rs. 20,000/- Plus GST@ 18%=Rs. 23,600, in the form of Demand Draft drawn on any scheduled bank at Noida in favour of "HLL Infra

Tech Services Limited” Payable at Noida along with the EOI towards EOI Processing Fee and no other mode of payment is acceptable. The cost of EOI document is non- refundable.

- 1.2.9 The Management of HITES reserves the right to amend or withdraw any of the terms and conditions mentioned in the EOI Document or reject any or all the bids without giving any notice or assigning any reason. The decision of the CEO, HITES in this regard shall be final and binding on all.
- 1.2.10 On written communication from HITES for having qualified for empanelment for company, the successful bidder will have to deposit a non-refundable fee for an amount of ₹ 50,000/- (Rupees Fifty Thousand only) in the form of Demand Draft ONLY within 15 (Fifteen) days of such communication, failing which the offer will be treated as withdrawn. On receipt of the fee, HITES will issue a formal letter of empanelment.
- 1.2.11 The agency/bidder shall ensure that it fulfils the eligibility criteria as desired in EOI and other essential conditions. Compliance statement of Eligibility criteria with the documents submitted as a proof is to be prepared and submitted. The supporting documents may be list of existing and past clients with details of services offered, details of similar projects executed.
- 1.2.12 The EOI should be duly signed on each page by authorized person. Each page should be properly numbered. Documents authorizing such person must accompany the EOI.HITES reserves the right to reject out rightly any EOI unsupported by proof of the signatory’s authority.
- 1.2.13 The validity period of EOI should be 6 months from the date of opening of EOI.
- 1.2.14 The EOI complete in all respects must be submitted with requisite information and annexure(s). The EOI should be free from ambiguity, change or interlineations. Incomplete EOI will not be considered and is liable to be rejected without making any further reference to agency/bidder.
- 1.2.15 EOI received by post or any other mode after or before the closing date and time mentioned above shall not be considered. EOI(s) sent through TELEX/FAX/Email will not be entertained.
- 1.2.16 Any amendment in the EOI document, if required, will be posted on website www.hllhites.com and <https://etenders.gov.in/eprocure/app>

All the applicants are therefore advised to regularly visit these websites before submitting the EOI.

1.2.17 HITES does not guarantee any business. However, all shortlisted agencies will have to enter into an agreement with HITES before any firm & final Business Association is started.

1.2.18 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.

1.3.1 EOI, completes in all respects, must be submitted on or before the due date and time.

The Proposal should contain the following: -

EOI documents duly completed and signed.

This cover should also be superscribed with:

“Expression of Interest (EOI) for Empanelment of OEMs for Hospital Information Management Solution (HIMS) in HITES under Healthcare Division” with due dates.

1.3.2 HITES may, at its own discretion, extend the date for submission of EOI. In such a case all rights and obligations of HITES and the Bidders shall be applicable to the extended time frame.

1.3.3 As the EOI can be submitted only up to the defined date and time, there can't be any late bids.

HITES will not be responsible for any delay in obtaining the terms and conditions of the EOI.

1.3.4 At any time prior to the last date for receipt of EOI, HITES may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the

EOI Document by an amendment. The amendment will be notified on HITES' website <https://www.hllhites.com/> and <https://etenders.gov.in/eprocure/app> should be taken into consideration by the prospective bidders while preparing their EOI.

1.3.5 In order to give prospective bidders reasonable time to take the amendment into account in preparing their EOI, HITES may at its discretion, extend the last date for the submission of EOI.

1.3.6 The bidders will bear all costs associated with the preparation and submission of their bids.

HITES will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering and empanelment process.

1.3.7 The EOI shall be ignored, if complete information is not given there-in, or if the particulars and data (if any) asked for are not filled in properly.

1.4 OPENING OF EOI

1.4.1 The proposals will be opened, and will be evaluated as per Qualification/ Eligibility criteria in the para 1.6 Failing to qualify Qualification/ Eligibility criterion shall lead to rejection of the Proposal and Bidder.

1.5 Scope of Work

Implementation of Comprehensive Hospital Information Management Solution (HIMS) and Electronic Medical Record (EMR) platform with the below functionalities:

1. Medical office Administration:

Front Office, Queue management and Appointment, Billing & Accounting, Pharmacy, Purchase, Laboratory, Transfusion Medicine, Diet & Nutrition, Nursing, Laundry, Housekeeping, CSSD, MRD, Quality, Emergency, Surgery, OPD, IPD, Phlebotomy, Hepatology, Day-care, Radiology, Interventional Radiology, Oncology, Cardiology, Pulmonology, Anesthesia, Nephrology, Neurology, Dental, Eye, Bio- Medical Engineering, Marketing etc.

2. Clinical & EMR Administration

This includes but not limited to functions performed by Doctors covering consultations, ordering investigations and medications, recording EMR data, conducting research and clinical trials.

The Proposed HIMS needs to be interfaced with various medical equipment's (as defined in this

tender document), PACS server, drug database, Bar code scanner and printers etc. It includes medical device connectivity leading to workflow automation through the integration of medical devices and HIMS such as Transfusion Medicine, Diet & Nutrition etc. The application should support HL7, SNOMED CT, ICD-10, Accredited Standards Committee X12 (also known as ASC X12 or ANSI - X12), Extensible Mark-up Language (XML), Digital Imaging and Communications in Medicine (DICOM) standards, CPT (Current Procedural Terminology), Electronic Health Record (EHR) Standards for India-2016 or later. HIMS should also be able to integrate with other devices such as Kiosks, Endoscopy, Image capturing device (to capture patient image), Speech to Text capturing, Writing PAD for OPD card etc.

3. Patient Portal

There should be a patient portal (web, Kiosk, Tablet, and mobile apps) through which a patient with a unique ID/password can access including but not limited to registration, Entry/update of medical history, appointment, information request, billing details, enter diary notes, view reports, Prescribed test billing for OPD, tele-consultation etc.

4. Mobility

There is a requirement for mobile apps accessible on PDA devices for windows, android, IOS etc. for Physicians, Patient, EMR and for Management dashboard.

5. Compliance

Beside compliant to standard protocols ICD, DRG, API. The HIMS Should be Compliant to Ayushman Bharat Digital Mission (ABDM).

1.6 Pre- QUALIFICATION CRITERIA FOR THE BIDDERS

Following are the Qualification/ Eligibility Criteria to participate in the EOI (Interested Bidder is required to fulfil all the condition of Qualification/ Eligibility Criteria and in case any of condition is not met, EOI will be rejected)

S.No.	Bidders Pre-Qualification Criteria	Proof Document Required
1	The Bidder should be: A company incorporated in India under the Companies Act, 1956 (and subsequent amendments thereto) and in operation for at least 10 years as on publication of bid.	Certificate of Incorporation/ Registration Certificate
2	The Bidder should have average annual turnover of minimum INR 50 crores in last three financial years i.e., 2019-20 2020-21 & 2021-22.	A copy of audited Annual Reports/Balance Sheet/Profit & Loss account etc. for 2019-20 2020-21 & 2021-22. to be attached.
4	The Bidder must have positive net worth as on 31st March 2021.	Certificate from the statutory auditor / CA towards positive net worth of the company
5	The Bidder should be registered for GST number in India.	Copy of GST Registration Certificate
6	The Bidder should have an SEI CMMI Level 3 Certificate (as on 1 st July 2022).	Copy of original CMM / CMMi Certificate

7	<p>The Bidder should not have been blacklisted by Central Government/State Government or any other autonomous institution presently nor any proceedings for blacklisting has been initiated by Central Government/State Government or any other autonomous institution against the bidder and should not have been convicted for any criminal offence.</p>	<p>Undertaking as Per Annexure IV below.</p>
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Technical Evaluation Criteria for the Bidders

S.No.	Criteria	Supporting Documents
1.	<p>The Bidder should have implemented at least three (3) projects involving HIMS solution implementation in India in last 7 years from the date of issuance of EOI of which one project must have been implemented for 750 bedded hospital and other two must have been implemented for 200 bedded hospital each.</p>	<p>1) Work order of projects for HIMS Solution Or</p> <p>2) Any client document that clearly specifies hospital bed capacity where HIMS solution has been deployed.</p> <p>Note: In case of an ongoing project, the complete project must have achieved UAT at the time of EOI issuance. In this regard, a certificate from the client is required to be submitted.</p>

<p>2.</p>	<p>The Bidder should have implemented HIMS solution for minimum three (3) clients in India in last 7 years from the date of issuance of EOI out of which one (1) should be Government (State or Central) / Public Sector Units/ ULB customer with minimum 750 Beds.</p> <p>HIMS application component should be of minimum Rs. 1 Cr (excluding hardware & other licensed software components) under each project.</p>	<p>1) Work order of projects for HIMS Solution Or</p> <p>2) Any client document that clearly specifies the project completion/go- live date and value of HIMS application component.</p>
<p>3.</p>	<p>The proposed HIMS solution must have achieved EMRAM (EMR Adoption Model) Stage 6 / 7 maturity for at least 1 customer globally</p>	<p>Self-Certification signed by bidder's Authorized Representative</p>

<p>4.</p>	<p>Minimum 100+ in-house HIMS Tech team (Functional Consultants/BA, Developers and Implementation/Integration</p>	<p>Manpower Certificate signed by Solution Hospital HR Head</p>
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5.	The proposed Mobile App Solution should be built on Open source Technology stack.	Self-Certification signed by bidders Authorized Representative along with Technology stack details
6.	The proposed HIMS solution must have a deployed base of at least 3,000 Beds	Self-Certification signed by bidder's Authorized Representative

Evaluation of Proposals:

The Technical Proposals of only those bidders who fulfill all the pre-qualification conditions will be evaluated based on the below evaluation methodology:

S. No.	Criteria	Basis of Valuation	Maximum
1.	HIMS Solution Provider's experience in implementing large projects (more than 750 Beds)	4 points per project 5 or more projects: 20 Points Supporting Documents: Work orders/ Agreements/ UAT Certificates/ Self Certification signed by Solution Provider's Authorized Representative	20
	HIMS Solution Provider's experience (total number of beds)	HIS Solution Provider's total experience in terms of number of beds: <ul style="list-style-type: none"> • Up to 10,000 Beds- 5 Points • 10,001 to 15,000 Beds- 10 Points • 15,001 to 20,000 Beds- 15 Points • More than 20,000 Beds-20 Points 	30

		Supporting Documents: Work orders/ Agreements/ UAT Certificates/ Self Certification signed by bidders Authorized	
3.	Product Integration	Integration with Devices/Equipment/Third Party App	10
4.	Presentation and Solution Demo	<ul style="list-style-type: none"> • Presentation and Solution Demo of the proposed HIMS solution • Reference check / visit to one of the live customer sites of the OEM Solution Provider in India 	40

Based on overall technical evaluation, Top three bidders scoring highest technical marks will be empaneled as HIMS OEM Partner for HITES.

1.7 GENERAL TERMS & CONDITIONS

1.7.1 The validity of empanelment initially will be for a period of 2 (Two) years and thereafter depending upon the performance will be extendable for 1 (one) more year but up to a maximum of 3 (three) years at the sole discretion of HITES. No fee will be charged for the extended period of one year.

1.7.2 In case any of the document furnished or undertaking given by the Bidders turns out to be false, the EOI document shall be rejected and all fee etc. shall remain confiscated by HITES. Suitable action as per the rules/ laws of company and law of the country shall be involved against the Bidder.

1.8 SUPPLIER CODE OF CONDUCT AND BUSINESS ETHICS

HITES is committed to its 'values & beliefs 'and business practices to ensure that companies and suppliers, who supply goods, materials, or services, will also comply with these principles.

1) Bribery and corruption:

Suppliers are strictly prohibited from directly or indirectly (through intermediates or subcontractors) offering any bribe or undue gratification in any form to any person or entity and / or indulging in any corrupt practice in order to obtain or retain a business or contract.

2) Integrity, Indemnity & limitation:

Suppliers shall maintain high degree of integrity during the course of its dealings with 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, such contract shall be voidable at the sole option of the competent authority of HITES. For avoidance of doubts, no rights shall accrue to the supplier in relation to such business/contract and HITES or any entity thereof shall not have or incur any obligation in respect thereof. The supplier shall Indemnify HITES in respect of any loss or damage suffered by HITES on account of such fraud, misrepresentation, or suspension of material facts.

3) Reporting Misconduct:

Suppliers are required to report any misconduct/violations/improper demands from HITES employees to the Chief Vigilance Officer/Director (O&M)/CMD. All communication in this regard should be directed only to above as per below mentioned email id: ceohites@hllhites.com

No Communication shall be encouraged to any other authority / external sources in this regard.

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>

Signature:

Name:

Designation:

Mobile:

Email ID:

Address:

Seal:

Date:

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:
Agency

Signature of Authorized Signatory on behalf of

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	
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-VI

Format for Project Experience of the Firm

Assignment Name:	Approx. value of the Contract
Country: Location within the Country:	Duration of assignment (months):
Name of Client:	Total number of man-months:
Address of Client:	Start & Completion Date
Narrative Description of the project:	
Description of Actual Services Provided by Your Staff: <i>(Specific activities performed by the bidder's team, deliverables and outcomes realized from the project)</i>	

*Bidders must provide supporting documents such as contract/ work order copy/ self- certification by authorized representative in case bidder is unable to produce work order/ invoice/ contract due to non-disclosure agreement signed with the client

<Authorized Signatory>

Signature:

Name:

Mobile:

Email ID:

Address:

Seal:

Date:

Annexure-V

Integration with Devices/Equipment/Third Party App

Bidder Indication	Marks
C- Compliant	1
PC – Partial Compliant	0.5
NC-Non- Compliant	0

2.9 CHECK LIST

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 V		
3	Company registration copy /Incorporation Certificate		
4	Work Order/Agreement for the Technical Evaluation Criteria		

5	EOI processing fee (₹ 10,000 only) DD format only		
6	PAN/GST registration copy/ TIN/		
7	Turnover Certificate from CA		
8	Audit Reports (Balance sheet and P&L Statement) for previous three financial years i.e., 2018-		
9	Board Resolution in the name of Authorized Signatory		
10	Self-declaration for the code of integrity as per Annexure II		
11	Undertaking & Acceptance by bidder, acceptance of various conditions listed in the		
	EOI document as per Annexure III		
12	Undertaking regarding Non-Blacklisting as per Annexure IV		
13	Integration with Devices/Equipment/Third Party App- Annexure VII		

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