

**EXPRESSION OF INTEREST FOR  
EMPANELMENT OF STRATEGIC PARTNERS FOR ESTABLISHING AND  
OPERATING URBAN PRIMARY HEALTH CENTRE SERVICES IN THE  
COUNTRY**



**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](http://www.hllhites.com)

[bd@hllhites.com](mailto:bd@hllhites.com)

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## **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 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 healthcare 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. BIO MEDICAL 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**

Expression of Interest (“EOI”) Proposal is hereby invited from prospective stakeholders and/or investors engaged in Establishment and Operation of Urban Primary Health Centre Services in the Country. Interested bidders are requested to visit websites [www.hllhites.com](http://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 with regards to HITES’ objective of empaneling of strategic partners for establishment and operation of food and beverage services inside 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 food and beverage services inside 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 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.

### 3.2 SUBMISSION OF EOI PROPOSAL

#### SCHEDULE OF SUBMISSION EVENT OF EOI

Sl No.	Description	Details
1	EOI NO.	No. HITES/BD/EOI/2023-24/001
2	Date of issue of EOI	29 <sup>th</sup> May 2023, 18:00 hrs.
3	Last Date of submission of EOI	13 <sup>th</sup> June 2023, 18:00 hrs.
4	Date of opening of EOI	14 <sup>th</sup> June 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)	<a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>
7	EOI Processing fee	₹5,000/- (Rupees Five Thousand Only) Nonrefundable along with 18% GST
8	Empanelment fee, if qualified	₹ 50,000/- (Fifty Thousand Rupees Only) Non-refundable
9	EOI Documents should be obtained	The detailed EOI document can be viewed or downloaded from website <a href="http://www.hllhites.com">www.hllhites.com</a> and <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>
10	E-mail id	<a href="mailto:bd@hllhites.com">bd@hllhites.com</a>
11	Contact Details	0120-4071500/537
12	EOI ID	2023_HLL_155676_1

### **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](http://www.hllhites.com) or <https://etenders.gov.in/eprocure/app> and submitted with fees as mentioned elsewhere in the document.

### **4. ELIGIBILITY CRITERIA**

**4.1** The APPLICANT (Service Provider) will be empaneled, based on their experience and types of Urban Primary Health Centre handled by them either in Public/ Private Hospitals/PSU/ Private Organization:-

1. Registered under relevant laws of India and must have a head office in India.
2. Annual average financial turnover of Rs.20 crores for last 03 financial years ending 31<sup>st</sup> March 2022. (2019-20, 2020-21, 2021-22).
3. At least 01 ongoing/completed government primary health centre service contract with the budget of Rs.20 crores within last 03 years.
4. Experience in providing primary healthcare clinic services for 200 or more clinics in last 03 years.
5. Experience in establishing and operating Urban Primary Health Centre services in minimum 03 state governments in the country.
6. At least 01 ongoing/completed contract in last 03 years under which 25 or more Urban Primary Health Centers were setup, operated and provided services.
7. Experience in COVID management services for over 500,000 or more patients.
8. Experience in providing 20 or more diagnostic services in each clinic.
9. Experience in providing Telemedicine services for 200 or more clinics in last 03 years.
10. At least 02 ongoing/completed contract in last 03 years under which 5 or more specialist services provided through Telemedicine.
11. At least 02 ongoing/completed contract in last 03 years under which provided the outreach services, experience in supporting community based public health functions.
12. Established IT platform, utilized in minimum 03 government projects in the county.
13. The IT platform should be integrated through APIs with minimum 02 government software services.

14. The software should be certified with ISO Quality Management System and Information Security Management System, CMM level-5, HIPPA compliance and STQC for minimum 03 years.
15. IT staff of at least 20 manpower with Engineering/Computer Science background.

#### **5. Period of Service**

1. The period of service will be for 60 months (05 years).
2. No subletting of part or whole of the process/infrastructure/services shall be allowed.
3. The contract may be terminated by either party with six (03) months written notice with assigned reasons.

#### **6. Scope of work**

Equip, operate and manage Urban Primary Health Centers services under Public Private Partnership. This includes various activities such as establishment, infrastructure, maintenance, manpower, service delivery, telemedicine, outreach services, community empowerment activities, procurement, IT services, capacity building, coordination with other stakeholders, reporting, live dashboard, and overall implementation of the project over large geographical area:-

1. The bidder shall be the overall responsible for setting up, infrastructure, operating and managing the Urban Primary Health Centers and providing primary healthcare services across multiple locations in compliance with applicable laws at its own cost and expense.
2. This model evolves in response to the changing health aims and priorities of the assigned 50,000 population for each UPHC within its catchment areas, and to improve the performance of the health system.
3. The physical infrastructure would be maintained with required branding, partitions and desks for each workstation for services. Good interiors, IEC material, audio/video equipment, air-conditioned patient waiting hall, adequate lighting and ventilation, accessories and make sure each service is equipped with the necessary tools as per IPHS standards.
4. Ensuring infrastructure and general appearance maintenance including civil, electrical repairs, reliable water supply, sanitation, safe treatment of disposal of infectious waste and sewage, bio medical waste, and waste disposal.
5. Prescribed norms to be followed for illumination, fire safety, disaster and emergency preparedness. CCTV surveillance round the clock for ensuring safety of staff, property, and essential commodities.
6. Provide reliable internet, power supply, backup with UPS and Invertor for all range of other purposes including adequate lighting for diagnostic and medical procedures and ensuring functioning medical and non-medical equipment.

7. Responsible for supply of equipment, furniture, and surgical items with warranty, AMC, assistance, etc. which is to be executed and provided in conformity with the specifications and standards.
8. Ensure that all equipment procured is new. As required maintain, repair and replenish if damaged during the project period and up-to-date at all time, to ensure optimum services.
9. Design and develop IT platform with software and hardware, consisting of key features for patient registration, medical history, diagnostics, medications, treatment plans, scheduling, reminders, health tracking, images, queue management system, e-Prescription, patient feedback, decision-support tools, supply chain management, HR management, healthcare device integration for the services provided under this project and responsible for EMR of every service and data collection, recording, management and use of project related activities.
10. Responsible to develop and customize the software throughout the project period, implement and maintain the same along with its database. Authenticated restful APIs for IT and medical devices to be provided and integration to be enabled for interoperability/smooth data exchange with third-party systems. Responsible to interact with the end users and third-party vendor(s) in developing/integrating the software.
11. Undertake integration with existing government projects/schemes through APIs as and when required and ensure timely updation of software and data confidentiality as per applicable laws.
12. Responsibility of data hosting, data security.
13. Provide healthcare devices along with the associated accessories and required consumables. The devices should be compliant to the standards.
14. The devices for outreach should be portable, compact design, battery operate and low weight so that they are easily carried by outreach staff.
15. Devices should be functional in low band width regions and should be platform independent or compatible with telemedicine services.
16. Ensure that the IT platform should have certification of ISO, HIPPA, CMM, STQC and should be compliant with global standard like HL-7, ICD, LOINC, DICOM, NDC, DRG and HIPPA as and when applicable
17. Recruit and depute manpower at required/suggested locations. Maintain adequately resources (Doctor, Staff Nurse, LAB Technician, Pharmacist, ANM, Supporting Staff etc.) to execute the project services and comply with all applicable laws for such employment like contract labor, payment of wages etc. Maintain the standards with enough skilled staff and keeping them in functional, clean and safe environment.



18. Deploy Project Management staff to monitor the project on day-to-day basis and make reasonable efforts to maintain harmony and good industrial relations among the personnel employed by it in connection with the performance of its obligations.
19. Undertake training of the manpower at the clinic level in conformity with training requirements of the agency and as per good industry practices so as to adequately skill them to be able to efficiently provide services.
20. Provide training to software users and handholding support in all the locations so as to adequately skill them to be able to efficiently operate and maintain the technical devices and applications.
21. Support, cooperate, and assist the funding agencies/officials in the implementation of the project for continuity of services. Develop a consolidated MIS for authority with reports, performance, analysis, KPIs, compliance status, live dashboards, progress, attendance, and other required reports.
22. Provision of grievance redressal system including written complains. Address and respond in a timely manner and build confidence. Encourage community participation in quality improvement initiatives in various facility improvement processes for redressal of grievances.
23. Operate and provide the following static clinic services in every clinic for 8 hours per day: outpatient care, first aid, family planning, reproductive health care, childhood and adolescent health, immunization, CD & NCDs, mental health, ENT, oral health, elderly and palliative care, COVID management, wellness activities, referral linkages, drugs, diagnostics and any other services assigned by the authority. Telemedicine services with minimum 5 specialities.
24. Provide outreach services for the following: vaccination, screening, nutrition days, camps, awareness and empowerment activities in demarcated areas, schools, and anganwadi centers.
25. Support community based public health functions in empowering and promoting the services. Conduct intersectoral convergence with other allied departments.
26. As required, procure the appropriate proprietary rights, licenses, agreements and permission for materials, methods, processes and systems used or incorporated in the project and comply with all applicable laws, permits including renewals.
27. Conditions precedent which are required to be satisfied within a period of 90 (ninety) days from the date of execution of this project in three milestones 25%, 70% and 100%.

**7. Documents to be submitted**

1. 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.

2. Submit self-attested copy of the Certificates of Incorporation and other certificates that are legally required for carrying out its business activities.
3. The certificates should be certified by an authorized signatory along with a copy of PAN Card.
4. Letters of reference from ongoing/completed contracts.
5. 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 EOI PROPOSAL**

The EOI shall be submitted online with the name of the EOI, the EOI no. A processing fee of Rs.5,000/- +18% = Rs. 5,900 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:

<b>S. No.</b>	<b>Particulars</b>	<b>Details</b>
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.

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 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 consent. If the parties fail to resolve their disputes of 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 or any amendment thereof. Such dispute or difference shall be referred to the sole arbitrator appointed by the CEO of HITES or his authorized representative. The award of the arbitrator shall be final and binding on the parties to the contract subject to the provision that the Arbitrator shall give reasoned award. 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 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 HITES website [www.hllhites.com](http://www.hllhites.com) or <https://etenders.gov.in/eprocure/app>

**c. SUB-CONTRACTING:**

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

**11. APPLICATION CHECKLIST**

- i. Tender fees Rs. 5,000+18% GST = Rs. 5,900/- towards cost of document (e-challan/receipt/transaction details, to be uploaded online) (RTGS/NEFT/IMPS etc. details),(Proof of transaction to be uploaded at the CPP Portal).
- 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 / black-listed by any Central/ State Government Department / Organization / PSUs.
- vi. All pages of the EOI must be serially numbered, properly bound.