

## **AMENDMENT NO.4 Dated 28.05.2025**

**Ref - Tender No: HLL/ HCS/EOI/2025-26/03 Dated: 22.04.2025**

The following amendment has been incorporated in the above-mentioned Expression of Interest document and subsequent corrigendum to the EOI for Empanelment of Service Providers for End to End Hospital Operations.

**1. CORRIGENDUM NO. 2 (AMENDMENT NO:2 DATED 26.05.2025)**

The corrigendum no. 2 issued on 26.05.2025 stands cancelled.

**2. SECTION-1 INSTRUCTIONS TO BIDDERS (ITB), Clause no. 3 SCOPE OF EOI**

**FOR**

e11. Any other related healthcare services

**MAY BE READ AS**

e11. Any other related healthcare services, including but not limited to requirements on establishment of health clinics/ wellness centers and services pertaining to Homeopathy, Ayurveda, Unani, Yoga, Naturopathy etc.

**3. SECTION-1 INSTRUCTIONS TO BIDDERS (ITB), Clause no. 3 SCOPE OF EOI**

**FOR**

d. Supporting HLL in execution of PPP projects like establishing and operating healthcare units like PHCs, CHCs, DHs and other facilities.

**MAY BE READ AS**

d. Supporting HLL in execution of PPP/ Private/other projects involving establishing and operating healthcare units like Sub Centers, Primary Health Centers, Community Health Centers, Sub Divisional Hospitals, District Hospitals, Teaching Hospitals, Medical Colleges and attached Hospitals as well as other facilities.

**4. SECTION-1 INSTRUCTIONS TO BIDDERS (ITB), Clause no. 3 SCOPE OF EOI**

**FOR:**

Service Providers will be empaneled under three different categories based on nature and volume of projects as detailed below.

Category-1 – execution of projects involving healthcare facilities up to 30 beds.

Category-2 – execution of projects involving healthcare facilities with 31 to 100 beds.

Category-3 – execution of projects involving healthcare facilities with more than 100 beds.

**MAY BE READ AS**

Service Providers will be empaneled under three different categories based on nature and volume of projects as detailed below.

Category-1

- a. execution of projects involving healthcare facilities like clinics/ wellness centers etc.
- b. execution of projects involving healthcare facilities up to 30 beds.

Category-2 – execution of projects involving healthcare facilities with 31 to 100 beds.

Category-3 – execution of projects involving healthcare facilities with more than 100 beds.

**5. SECTION-1 INSTRUCTIONS TO BIDDERS (ITB), Clause no. 4 Selection Process**

**FOR**

c. Empanelled Service Providers will have the option to bid for the projects in lower categories. Service Providers empanelled for Category 3 is eligible to migrate and bid for Category 1 & 2 projects and likewise the Service Providers empanelled in Category 2 is eligible to migrate and bid for Category 1 also. But the reverse migration is not acceptable.

**MAY BE READ AS**

c. Empanelled Service Providers will have the option to bid for the projects in lower categories. Service Providers empanelled for Category 3 is eligible to migrate and bid for categories - 1(a), 1 (b) & 2 projects and likewise the Service Providers empanelled in Category 2 is eligible to migrate and bid for Category 1(a) & 1 (b) also. But the reverse migration is not acceptable.

**6. SECTION-1 INSTRUCTIONS TO BIDDERS (ITB), Clause no. 4 Selection Process, 5.1**  
 Prequalification Criteria: is replaced with the following.

**5.1 Prequalification Criteria :**

Category-1 a

a.	The participants in the EOI should be Company which could be a Partnership Co/ LLP/ Private Ltd / Public Ltd by shares. Consortiums are allowed. Such consortiums should have legally binding agreement among them. All the members of the consortium shall be jointly and severally liable for the performance of the contract, however the lead bidder will be solely responsible for all the obligations under this project / contract.
b.	Participating entities (in case of consortiums cumulatively) should have minimum average annual turnover of Rs. 2.50 Crores during previous 3 financial years. (FYs 2021-22, 2022-23, 2023-24)
c.	Participant or any of the consortium member must have at least 3 years of experience in the field of providing health clinics/hospital/healthcare facilities operations and management in any private/ public sector/ Govt./ Semi Govt. Hospital (Own facility or O&M projects) in the last 3 years.
d.	Participant or any of the consortium member must have experience of operating and managing at least one similar project and should have established and operated minimum 2 clinics/wellness centres in single or multiple projects during last 3 years immediately preceding the technical bid opening. Alternatively Participant or any of the consortium member must have experience of executing atleast one PPP project involving managing and operating at least Sub centre level healthcare facilities during last 3 years immediately preceding the technical bid opening
e.	Participant or any of the consortium member must have experience of deploying have minimum 3 Medical/paramedical staff on its payroll for any facility/project during last three years and working for minimum one year.
f.	The Net Worth of the bidder shall be positive in the last 3 financial years. Turn over certificate, Balance sheet and P&L Account duly certified by a Chartered Accountant for the last 3 financial year shall be submitted along with the EOI as a proof for positive net-worth
g.	The applicant shall have all regulatory clearances/licenses for performance of the services under scope of work. Also participants shall be registered with the appropriate authority of EPF/ ESIC and copy of EPF, ESIC registration/ labour license shall be furnished.
h.	The participant or any consortium members who stands de-recognized/debarred/banned/blacklisted by any State Government / Central Govt. Organization /State Medical Corporations/ Director Health Services and or convicted by any court of law in India can't participate in this EOI during the period of de-

	recognition / debarment/ Banned/blacklisted.
i.	The firm/directors shall not have any criminal record or should not have been convicted by any court of law in India. Parties shall give a declaration to this effect.
j.	Demonstration of capabilities – HLL may ask participant for a live demonstration/presentation for assessing the capabilities of the participants
k.	The Lead Consortium Member shall be authorized to incur liabilities and receive instructions for and on behalf of any and all members of the consortium, and the entire execution of the Contract shall be done with the Lead Consortium Member and payment under the contract shall be received by the Lead Consortium Member on behalf of the consortium as per power conferred to him in the Power of Attorney.

Category-1 (b)

a.	The participants in the EOI should be Company which could be a Partnership Co/ LLP/ Private Ltd / Public Ltd by shares. Consortiums are allowed. Such consortiums should have legally binding agreement among them. All the members of the consortium shall be jointly and severally liable for the performance of the contract, however the lead bidder will be solely responsible for all the obligations under this project / contract.
b.	Participating entities (in case of consortiums cumulatively) should have minimum average turnover of Rs. 5 Crores during last 3 financial years. (FYs 2021-22, 2022-23, 2023-24)
c.	Participant or any of the consortium member must have at least 3 years of experience in the field of providing hospital/healthcare facilities operations and management in any private/ public sector/ Govt./ Semi Govt. Hospital (Own facility or O&M projects) in the last six years.
d.	Participant or any of the consortium member must have experience of operating and managing at least one hospital with minimum 30 beds for a period of at least two years during last 6 years immediately preceding the technical bid opening. Alternatively Participant or any of the consortium member must have experience of executing atleast one PPP project involving managing and operating SC/PHC/CHC level healthcare facilities for a period of at least two years during last 6 years immediately preceding the technical bid opening
e.	Participant or any of the consortium member must have experience of deploying have minimum 10 Medical/paramedical staff on its payroll for any facility/project during last three years and working for minimum one year.
f.	The Net Worth of the bidder shall be positive in the last 3 financial years. Turn over certificate, Balance sheet and P&L Account duly certified by a Chartered Accountant for the last 3 financial year shall be submitted along with the EOI as a proof for positive net-worth

g.	Participant shall have valid ISO 9001:2015 certification for any of their facilities.
h.	The applicant shall have all regulatory clearances/licenses for performance of the services under scope of work. Also participants shall be registered with the appropriate authority of EPF/ ESIC and copy of EPF, ESIC registration/ labour license shall be furnished.
i.	The participant or any consortium members who stands de-recognized/debarred/banned/blacklisted by any State Government / Central Govt. Organization /State Medical Corporations/ Director Health Services and or convicted by any court of law in India can't participate in this EOI during the period of de-recognition / debarment/ Banned/blacklisted.
j.	The firm/directors shall not have any criminal record or should not have been convicted by any court of law in India. Parties shall give a declaration to this effect.
k.	Demonstration of capabilities – HLL may ask participant for a live demonstration/presentation for assessing the capabilities of the participants
l.	The Lead Consortium Member shall be authorized to incur liabilities and receive instructions for and on behalf of any and all members of the consortium, and the entire execution of the Contract shall be done with the Lead Consortium Member and payment under the contract shall be received by the Lead Consortium Member on behalf of the consortium as per power conferred to him in the Power of Attorney.

**7. SECTION-1 INSTRUCTIONS TO BIDDERS (ITB), Clause no. 4 Selection Process, 5.2**  
Prequalification Criteria: is replaced by following.

**5.2 Prequalification Criteria – Category-2**

<b>a.</b>	The participants in the EOI should be Company which could be a Partnership Co/ LLP/ Private Ltd / Public Ltd by shares. Consortiums are allowed. Such consortiums should have legally binding agreement among them. All the members of the consortium shall be jointly and severally liable for the performance of the contract, however the lead bidder will be solely responsible for all the obligations under this project / contract.
<b>b.</b>	Participating entities (in case of consortiums cumulatively) should have minimum average turnover of Rs. 10 Crores during last 3 financial years. (FYs 2021-22, 2022-23, 2023-24)
<b>c.</b>	Participant or any of the consortium member must have at least 3 years of experience in the field of providing hospital/healthcare facilities operations and management in any private/ public sector/ Govt./ Semi Govt. Hospital (Own facility or O&M projects) in the last six years.

<b>d.</b>	Participant or any of the consortium member must have experience of operating and managing at least one hospital with minimum 50 bed for a period of at least two years during last 6 years immediately preceding the technical bid opening. Alternatively Participant or any of the consortium member must have experience of executing atleast two separate PPP projects involving managing and operating PHC/CHC/DH level healthcare facilities for a period of at least two years during last 6 years immediately preceding the technical bid opening
<b>e.</b>	Participant or any of the consortium member must have experience of deploying have minimum 30 Medical/paramedical staff on its payroll for any facility/project during last three years and working for minimum one year.
<b>f.</b>	The Net Worth of the bidder shall be positive in the last 3 financial years. Turn over certificate, Balance sheet and P&L Account duly certified by a Chartered Accountant for the last 3 financial year shall be submitted along with the EOI as a proof for positive net-worth
<b>g.</b>	Participant shall have valid ISO 9001:2015 certification for any of their facilities.
<b>h.</b>	The applicant shall have all regulatory clearances/licenses for performance of the services under scope of work. Also participants shall be registered with the appropriate authority of EPF/ ESIC and copy of EPF, ESIC registration/ labour license shall be furnished.
<b>i.</b>	The participant or any consortium members who stands de-recognized/debarred/banned/blacklisted by any State Government / Central Govt. Organization / State Medical Corporations/ Director Health Services and or convicted by any court of law in India can't participate in this EOI during the period of de-recognition / debarment/ Banned/blacklisted.
<b>j.</b>	The firm/directors shall not have any criminal record or should not have been convicted by any court of law in India. Parties shall give a declaration to this effect.
<b>k.</b>	Demonstration of capabilities – HLL may ask participant for a live demonstration/presentation for assessing the capabilities of the participants
<b>l.</b>	The Lead Consortium Member shall be authorized to incur liabilities and receive instructions for and on behalf of any and all members of the consortium, and the entire execution of the Contract shall be done with the Lead Consortium Member and payment under the contract shall be received by the Lead Consortium Member on behalf of the consortium as per power conferred to him in the Power of Attorney.

**8. SECTION-1 INSTRUCTIONS TO BIDDERS (ITB), Clause no. 4 Selection Process, 5.3**

Prequalification Criteria: is replaced by following.

**5.3 Prequalification Criteria – Category-3**

<b>a.</b>	The participants in the EOI should be Company which could be a Partnership Co/ LLP/ Private Ltd / Public Ltd by shares. Consortiums are allowed. Such consortiums should have legally binding agreement among them. All the members of the consortium shall be jointly and severally liable for the performance of the contract, however the lead bidder will be solely responsible for all the obligations under this project / contract.
<b>b.</b>	Participating entities (in case of consortiums cumulatively) should have minimum average turnover of Rs. 25 Crores during last 3 financial years. (FYs 2021-22, 2022-23, 2023-24)
<b>c.</b>	Participant or any of the consortium member must have at least 5 years of experience in the field of providing hospital/healthcare facilities operations and management in any private/ public sector/ Govt./ Semi Govt. Hospital (Own facility or O&M projects).
<b>d.</b>	Participant or any of the consortium member must have experience of operating and managing at least one hospital with more than 75 bed for a period of at least two years during last 6 years immediately preceding the technical bid opening. Alternatively Participant or any of the consortium member must have experience of executing atleast three separate PPP project involving managing and operating PHC/CHC/DH/ State level healthcare facilities for a period of at least two years during last 6 years immediately preceding the technical bid opening
<b>e.</b>	Participant or any of the consortium member must have experience of deploying have more than 75 Medical/paramedical staff on its payroll for any facility/project during last three years and working for minimum one year.
<b>f.</b>	The Participant or any of the consortium member should have a NABH accreditation for one of its multi- specialty hospital(s) or should have experience of operating hospital with NABH accreditation in the past 6 years.
<b>g.</b>	The Net Worth of the bidder shall be positive in the last 3 financial years. Turn over certificate, Balance sheet and P&L Account duly certified by a Chartered Accountant for the last 3 financial year shall be submitted along with the EOI as a proof for positive net-worth
<b>h.</b>	Participant shall have valid ISO 9001:2015 certification for any of their facilities.
<b>i.</b>	The applicant shall have all regulatory clearances/licenses for performance of the services under scope of work. Also participants shall be registered with the appropriate authority of EPF/ ESIC and copy of EPF, ESIC registration/ labour license shall be furnished.
<b>j.</b>	The participant or any consortium members who stands de-recognized/debarred/banned/blacklisted by any State Government / Central Govt. Organization /State Medical Corporations/ Director Health Services and or convicted by any court of law in India can't participate in this EOI during the period

	of de-recognition / debarment/ Banned/blacklisted.
<b>k.</b>	The firm/directors shall not have any criminal record or should not have been convicted by any court of law in India. Parties shall give a declaration to this effect.
<b>l.</b>	Demonstration of capabilities – HLL may ask participant for a live demonstration/presentation for assessing the capabilities of the participants
<b>m.</b>	The Lead Consortium Member shall be authorized to incur liabilities and receive instructions for and on behalf of any and all members of the consortium, and the entire execution of the Contract shall be done with the Lead Consortium Member and payment under the contract shall be received by the Lead Consortium Member on behalf of the consortium as per power conferred to him in the Power of Attorney.

**9. SECTION-1 INSTRUCTIONS TO BIDDERS (ITB), Clause no. 5.4 Evaluation Methodology**

Section 1- QUALIFICATION CRITERIA AND OTHER TERMS & CONDITIONS, 5.4 Evaluation Methodology, 5.4.1. Category-1 is replaced with the following

5.4.1 (a) Category-1(a)

Sl.No	Description	Category -1a Evaluation Criteria	Marks	Documents to be submitted
1	<b>Average Turn Over for last three financial years FYs 2021-22, 2022-23 2023-24 (in Rs.)</b>	Minimum 2.50 Cr	12	Firm turnover is defined as the average annual turnover over the last 3 financial years (FYs 2021-22, 2022-23, 2023-24). Chartered Accountant verified / audited turnover statements to be furnished as proof for the same
		2.5-10 Cr	15	
		>10 Cr	20	
2	<b>No. of years' experience in setting up, operations and management of health clinics/ hospital / healthcare facility</b>	Minimum 3 Years	12	Copies of Work Orders, client certificate or other documents in this regard indicating the date of start & date of completion as per agreement / status of ongoing work.
		3- 5 Years	15	
		>5 Years	20	
3	<b>Experience of operating minimum number of similar projects/ facilities</b>	1	12	Work Orders / Client certificate
		2-5	15	
		>5	20	



4	<b>Experience of operating clinics/ wellness centers or</b>	2 clinics	12	Work Orders / Client certificate indicating the no of beds
		3-10 clinics	15	
		>10 clinics	20	
	<b>Experience in PPP project involving managing and operating SC level healthcare facilities</b>	1	12	Work Orders / Client certificate indicating the no of beds
		2-5	15	
		>5	20	
5	<b>Total number of technical Manpower on Payrolls of Service Provider (Doctors/ Nurses/Paramedics/ Bio-Med Engg etc)</b>	3	12	Manpower on roll will be all employees on the books of the company on the date of release of this EOI. CA statement regarding technical manpower under its payroll for the previous year to be submitted as part of the technical documents.
		4-10	15	
		10-20	20	
TOTAL MARKS			100	

#### 5.4.1 (b) Category-1(b)

Sl.No	Description	Category 1 (b) Evaluation Criteria	Marks	Documents to be submitted
1	<b>Average Turn Over for last three financial years FYs 2021-22, 2022-23 2023-24 (in Rs.)</b>	Minimum 5 Cr	12	Firm turnover is defined as the average annual turnover over the last 3 financial years (FYs 2021-22, 2022-23, 2023-24). Chartered Accountant verified / audited turnover statements to be furnished as proof for the same
		5-25 Cr	15	
		>25 Cr	20	
2	<b>No. of years' experience in setting up, operations and management of hospital / healthcare facility</b>	Minimum 3 Years	12	Copies of Work Orders, client certificate or other documents in this regard indicating the date of start &
		3- 5 Years	15	

		>5 Years	20	date of completion as per agreement / status of ongoing work.
3	<b>Experience of operating Hospitals with minimum no of Beds</b>	30 beds	12	Work Orders / Client certificate indicating the no of beds
		30-50 beds	15	
		>50 beds	20	
	<b>Experience of executing PPP project involving managing and operating SC/PHC/CHC level healthcare facilities for a period of atleast two years during last six years</b>	1	12	Work Orders / Client certificate
		2-3	15	
		>3	20	
4	<b>Experience in operating and holding ISO 9001:2015 certified healthcare facilities</b>	1	12	Valid ISO Certificates as well as previous certificates
		2-5	15	
		>5	20	
5	<b>Total number of technical Manpower on Payrolls of Service Provider (Doctors/ Nurses/Paramedics/ Bio-Med Engg etc)</b>	10	12	Manpower on roll will be all employees on the books of the company on the date of release of this EOI. CA statement regarding technical manpower under its payroll for the previous year to be submitted as part of the technical documents.
		10-20	15	
		20-30	20	
TOTAL MARKS			100	

**10. Section 1- QUALIFICATION CRITERIA AND OTHER TERMS & CONDITIONS 5.4 Evaluation Methodology, 5.4.2. Category-2 is replaced with the following**

**5.4.2 Category-2**

Sl.No	Description	EVALUATION CRITERIA Category 2	Marks	Documents to be submitted
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1	<b>Average Turn Over for last three financial years FYs 2020-21, 2021-22, 2022-23 (in Rs.)</b>	10-15 Cr	12	Firm turnover is defined as the average annual turnover over the last 3 financial years (FYs 2021-22, 2022-23, 2023-24). Chartered Accountant verified / audited turnover statements to be furnished as proof for the same
		15-20 Cr	15	
		>20 Cr	20	
2	<b>No. of years' experience in setting up, operations and management of hospital / healthcare facility</b>	3-5 Years	12	Copies of Work Orders, client certificate or other documents in this regard indicating the date of start & date of completion as per agreement / status of ongoing work.
		5- 7 Years	15	
		>7 Years	20	
3	<b>Experience of operating Hospitals with minimum no of Beds</b>	50 beds	12	Work Orders / Client certificate
		50-100 beds	15	
		> 100 beds	20	
	<b>Experience of executing PPP Projects involving and operating PHC/CHC/DH level healthcare facilities</b>	2	12	Work Orders / Client certificate indicating the no of beds
		3-5	15	
		>5	20	
4	<b>Experience in operating and holding ISO 9001:2015 certified healthcare facilities</b>	2	12	Valid ISO Certificates as well as previous certificates
		3-5	15	
		>5	20	
5	<b>Total number of technical Manpower on Payrolls of Service</b>	3-5 Years >5 Years	15 20	Manpower on roll will be all employees on the books of the company on the

	<b>Provider (Doctors/Nurses/Paramedics/ Bio-Med Engg etc)</b>			date of release of this EOI. CA statement regarding technical manpower under its payroll for the previous year to be submitted as part of the technical documents.
		30-45	15	
		>45	20	
<b>TOTAL MARKS</b>			100	

**11. Section 1- QUALIFICATION CRITERIA AND OTHER TERMS & CONDITIONS 5.4 Evaluation Methodology, 5.4.3. Category-3 is replaced with the following**

**5.4.3 Category-3**

Sl.No	Description	EVALUATION CRITERIA	Marks	Documents to be submitted
		Category 3		
1	<b>Average Turn Over for last three financial years FYs 2020-21, 2021-22, 2022-23 (in Rs.)</b>	25-30 Cr	12	Firm turnover is defined as the average annual turnover over the last 3 financial years (FYs 2021-22, 2022-23, 2023-24). Chartered Accountant verified / audited turnover statements to be furnished as proof for the same
		30-35 Cr	15	
		>35 Cr	20	
2	<b>No. of years' experience in setting up, operations and management of hospital / healthcare facility</b>	5-7 Years	12	Copies of Work Orders, client certificate or other documents in this regard indicating the date of start & date of completion as per agreement / status of ongoing work.
		7-10 Years	15	
		>10 years	20	
3	<b>Experience of executing PPP Projects involving and operating PHC/CHC/DH level healthcare facilities</b>	3	12	Work Orders / Client certificate
		4-7	15	
		>7	20	
	<b>Experience of operating Hospitals with minimum no of Beds</b>	75	12	Work Orders / Client certificate indicating the no of beds
		75-200	15	
		>200	20	

4	<b>Experience criteria (Clinical services operation in multispecialty hospital with NABH accreditation)</b>	1	12	Accreditation copies / Work Orders, client certificate indicating the date of start & date of completion as per agreement / status of ongoing work
		2	15	
		>2	20	
5	<b>Total number of technical Manpower on Payrolls of Service Provider (Doctors/Nurses/Paramedics/ Bio-Med Engg etc)</b>	75	12	Manpower on roll will be all employees on the books of the company on the date of release of this EOI. CA statement regarding technical manpower under its payroll for the previous year to be submitted as part of the technical documents.
		75-100	15	
		>100	20	
<b>TOTAL MARKS</b>			100	

**Note: Category 1 has been revised into Category 1(a) and Category 1(b), and corresponding changes will be made throughout the document wherever applicable.**

All relevant clauses of the tender document are to be read in accordance with the above change and documents to be submitted are to be in compliance of the above. All other specifications, terms and conditions of the original tender document shall remain unchanged.

**AVP i/c & BH (HCS)**