

# REQUEST FOR QUOTE

## Document for

IDENTIFICATION OF STRATEGIC PARTNER  
FROM EMPANELLED FIRMS FOR  
ESTABLISHMENT AND OPERATION OF CT SCAN  
SERVICES AT HINDLABS GURUGRAM

**RFQ No: HLL/HCS/RFQ/2025-26/02 Dated 17.09.2025**



## **HLL LIFECARE LIMITED**

(A Govt. Of India Enterprise)

CIN: U25193KL1966GOI002621

**HLL Bhavan, Poojappura,**

**Thiruvananthapuram -695012, Kerala, India**

**Tel: 0471 2354949, email: [hcstenders@lifecarehll.com](mailto:hcstenders@lifecarehll.com)**

**[www.lifecarehll.com](http://www.lifecarehll.com)**

**NOTICE INVITING REQUEST FOR QUOTE (RFQ) FOR IDENTIFICATION OF STRATEGIC PARTNER  
FROM EMPANELLED FIRMS FOR ESTABLISHMENT AND OPERATION OF CT SCAN SERVICES AT  
HINDLABS GURUGRAM**

HLL Life care Limited, a Government of India Enterprise, invites financial quotes from empaneled firms for Medical Imaging Services for Establishment and Operation of CT Scan Services at Hindlabs Gurugram.

<b>RFQ No</b>	:	HLL/HCS/RFQ/2025-26/02 Dated 17.09.2025
<b>RFQ PUBLISHING DATE</b>	:	17.09.2025
<b>LAST DATE AND TIME FOR RECEIPT OF RFQ</b>	:	06.10.2025, 11.00 HRS
<b>TIME AND DATE OF OPENING OF THE RFQ</b>	:	07.10.2025, 11.00 HRS
<b>EMD</b>	:	Rs. 6.75 Lacs (Rs.Six Lakhs & Seventy Five Thousand)
<b>PLACE OF OPENING OF RFQ</b>	:	HLL LIFECARE LIMITED HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO: 0471 2354949
<b>ADDRESS FOR COMMUNICATION</b>	:	AVP i/c & BH (HCS) HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED, HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO: 0471 2354949
<b>EMAIL ID</b>	:	<a href="mailto:hcstenders@lifecarehll.com">hcstenders@lifecarehll.com</a>

**AVP i/c & BH (HCS)  
HEALTHCARE SERVICES DIVISION**

## **SECTION-1 INSTRUCTIONS TO BIDDERS (ITB)**

### **1. COMPANY BACKGROUND**

**HLL Lifecare Limited** is a Government of India “Mini Ratna” Public Sector Enterprise, under the Ministry of Health and Family Welfare, Government of India. (Hereinafter known as “HLL”). Over the years, HLL has grown to serve many new areas in the field of healthcare in India in addition to manufacturing of contraceptives, and medical products.

HLL’s purpose of business is to be a globally respected organization focusing on inclusiveness by providing affordable and quality healthcare solutions through continuous innovations”. In its quest to become a comprehensive healthcare solutions provider, HLL had diversified into hospital products and healthcare services, while nurturing its core business of providing quality contraceptives.

#### **Healthcare Services Division**

The Healthcare Service Division (HCS) of HLL is setting up and operating High-end path lab facilities and imaging centres across the country partnering with various State Governments and Central Government Institutions. The purpose of this division is to make available the high end path lab diagnostic facilities and imaging facilities to poor and needy patients at a much affordable rates. At present, HCS division of HLL has its presence in seven states.

### **2. INTRODUCTION**

The Healthcare Services Division (HCS) of HLL has numerous projects in pipeline and intended to explore the possibility to have Strategic Business Partners for their upcoming medical Imaging business projects. Accordingly, HLL had invited an Expression of Interest (EOI number: HLL/CHO/HCS/MI/2022-23/02 Dated 16-06-2022) for empanelment of Strategic Business partners for Medical Imaging Business of HCS Division of HLL Lifecare Limited. This EOI was floated in eprocurement portal of Government of India and after scrutiny the firms who met the EOI qualification criteria were empanelled. Further this empanelment was expanded through an EOI No: HLL/ HCS/EOI/2023-24/01 dated: 09.05.2023

All the empanelled firms have submitted declaration and agreed for minimum revenue share of 8% or above for HLL. As per the above said EOI terms, post empanelment, through competitive bidding among the empanelled firms, Strategic partner shall be finalised for

individual projects based on the highest revenue share they are willing to share with HLL, over and above the minimum revenue share.

### **3. SCOPE OF RFQ:**

HLL Lifecare Limited has been operating a diagnostic facility (Swarnajayanthi IFFCO-Tokyo IIFL Sheetla Mata Diagnostic Center) at Gurugram, Haryana (Herein after known as Hindlabs Gurugram) since 2020, providing a comprehensive range of diagnostic services, including laboratory testing and imaging.

This Request for Quotation (RFQ) is floated among the empaneled strategic partners of HLL for medical imaging segment to identify and engage a suitable service provider (hereinafter known as “Strategic Partner” or “Service Provider”) for establishment and operation of a 32 slice CT Scan center at Hindlabs Gurugram. The engagement will be structured under a revenue-sharing model, ensuring sustainable operations while expanding the scope and quality of imaging services offered to patients.

#### **3.1 Scope of Strategic Partner**

- To provide all services specified in the Scope of Work of this RFQ (Detailed Scope of work is given at Annexure-1) with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry.
- Strategic partner shall provide its expertise and services to support HLL for establishment and operation of CT Scan services at Hindlabs Gurugram as per the terms and conditions stated in this RFQ.
- Installation of imaging equipment as per the requirement from HLL.
- To employ appropriate advanced technology, systems, best practices, safe and effective equipment, machinery, material and methods. The Service Provider shall always act, in respect of any matter relating to this assignment, as faithful advisors to the HLL and shall, at all times, support and safeguard the HLL’s legitimate interests in any dealings with third parties.
- Ensuring uninterrupted operations during period of engagement.
- Incur necessary capital expenses including the turnkey work of the facilities, providing necessary infrastructure, equipment and accessories essential for the performance of the scope of work, Up-time management of the machines etc as per the requirement of HLL.
- Meet all the operational and recurring expenses during the day to day execution of the project

- Meet all statutory and regulatory guidance and requirements
- Maintain the quality standards and the strict adherence to the SOP/protocols
- Daily, Weekly, monthly Reports and Coordination with all stakeholders.
- To maintain highest quality standards for the service delivery to beneficiaries at all times.
- Business development in public and private sectors.
- Any other related work assigned by HLL for smooth execution of project.

### **3.2 Scope of HLL**

- The complete Strategic Design, Planning and execution of the project
- Project operation and management
- Formulation of SOP and operational protocols
- Formulation of quality standards and QA protocols
- Facilitation of smooth and uninterrupted operations in coordination with strategic partner.
- Periodic Reviews to ensure compliance with obligations and timelines
- Obtain the regulatory compliances for HLL

### **3.3 Revenue Sharing Model**

- a) HLL intends to execute this project on a revenue sharing basis. Service provider has to provide services as detailed in Scope of work.
- b) Billing to the patients will be done by HLL through their software and payments will be directly collected by HLL.
- c) Selected Bidder will raise the invoices for payment to HLL on monthly basis against the scans performed as per the rates mentioned at payment terms mentioned in this EOI document (ITB clause no.22).
- d) HLL will verify the invoice and will retain the revenue share as agreed by Strategic partner through their financial bid. Remaining amount, after deducting all expenses, statutory charges, penalties, if any, incurred by HLL, will be released to Service provider.
- e) Any expense incurred to HLL on account of operations or other with respect to this project is to be reimbursed to HLL.
- f) Bidders shall make independent assessment of proposed project and submit their financial quotes. Necessary details required for formulating the financial quote, if not available in the RFQ document, may be obtained from HLL in writing. The financial quote of the strategic partners shall specify the revenue share percentage acceptable

to share with HLL for this particular proposal. **Minimum Revenue share to HLL is fixed as 10.00%.**

- g) Financial Quote has to be submitted as per the format provided in CPP portal.
- h) The evaluation for the project would be done of the basis of offered revenue share percentage to HLL. The bidder who scores highest total score as illustrated below would be finalised as Service provider for this project.
  - i. Project span would be divided into three terms based on its duration. It is envisaged that a new project might have a minimum gestation period to achieve a minimum business volume. Here the initial term is set as 0-1 years.
  - ii. The next slot is 1-3 years where it is considered that the project would have achieved a critical mass and thereby increased the revenues.
  - iii. The next category is above 3 years where the revenues from the existing business would be very high.
  - iv. Revenue share to HLL will be Minimum revenue share of 10% per term + additional revenue share offered in the price bid (b)%, i.e, (10+b)%
  - v. The evaluation criteria for financial bid is as follows:

Project Timeline	Weightage (a)	Additional Revenue Share (in Percentage) offered to HLL <u>over and above</u> Minimum revenue share of 10% (b)	Total revenue share % (10+(b))	Score (a x b)
0 ≥ 1 Yrs	25			
1 ≥ 3 years	35			
> 3 Yrs	40			
<b>Total Score</b>				

Bidders will be evaluated based on the total score and bidders who is having highest total score (H1 bidder) will be finalized as the Service provider for this project.

- i) Period of engagement will be terminated on completion of the project or closure of the project by HLL's Clients after issuing sufficient notice period to HLL as per the agreement terms.
- j) HLL will have the right to reject proposals if they are found to be unacceptable.

### 3.4 General Terms and Conditions

1.	While this RFQ has been prepared in good faith, HLL does not make any commitment or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statement or omission herein, or the accuracy, completeness or
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	reliability of information contained herein, and shall incur no liability under any law, statue, rules or regulations as to the accuracy, reliability or completeness of this request, even if any loss or damage is caused by any act or omission on its part.
<b>2.</b>	The process of inviting RFQ is for ascertaining various options available to HLL. After evaluation / examination of the offers, HLL may at its sole discretion decide further course of action.
<b>3.</b>	On submission of financial bid, participant confirms its acceptance to all terms and conditions of RFQ and scope of work.
<b>4.</b>	On submission of financial bid, participants must ensure and confirms to HLL that they have complied with applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an adverse Effect on its ability to perform its obligations under the scope of work of this RFQ
<b>5.</b>	RFQ participants are requested to keep the information and details strictly confidential.
<b>6.</b>	HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their RFQ and other expenses.
<b>7.</b>	HLL reserves the right to deal with the proposal in any manner without assigning any reasons for the same. The decision of HLL in this regard shall be final.
<b>8.</b>	The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.

#### **4. SUBMISSION OF BIDS**

The Interested bidder shall submit their bid online only through the Government e-Procurement portal (URL: <https://etenders.gov.in/eprocure/app>) as per the procedure laid down for e-submission as detailed in the web site. For e tenders, the Interested bidders shall download from the portal. The Bidder shall fill up the documents and submit the same online using their Digital Signature Certificate. On successful submission of bids, a system generated receipt can be downloaded by the bidder for future reference. Copies of all certificates and documents shall be uploaded while submitting the tender online.

The tender is invited in 1 Envelope system from the registered and eligible firms at CPP Portal.

Envelope –I (Financial bid):

Financial offer shall be quoted in the format provided in procurement portal and no

other format is acceptable. Bidders are required to download the file, open it and complete the colored (Unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the file is found to be modified by the bidder, the bid will be rejected.

**Through submission of financial Bid, it is considered that participant agrees to all terms and conditions of this RFQ.**

Note:-

The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

## **5. GENERAL INSTRUCTIONS TO BIDDERS:**

- 5.1 This RFQ is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>
- 5.2 RFQ documents can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-RFQ shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
- 5.3 The RFQ and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
- 5.4 The RFQ process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidders may download and go through the RFQ document.
- 5.5 All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. RFQs/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late RFQs will not be accepted.
- 5.6 The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is



not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and shall be rejected.

- 5.7 Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.
- 5.8 Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the RFQ Enquiry Document.
- 5.9 The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.
- 5.10 Registration
- 5.10.1 Bidders are required to register in the Government e-procurement portal, obtain ‘Login ID’ & ‘Password’ and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 5.10.2 As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- 5.10.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 5.10.4 They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days’ time. The bidders are required to have Class II or above digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- 5.10.5 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.

- 5.10.6 Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- 5.10.7 The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/She have to submit the relevant information as asked for about the firm/contractor. The bidders, who submit their bids for this RFQ after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this RFQ.
- 5.10.8 Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- 5.10.9 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 5.10.10 Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this RFQ.

#### 5.11 Searching for RFQ Documents

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active RFQs by several parameters. These parameters could include RFQ ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for RFQs, wherein the bidders may combine a number of search parameters such as Organization
- b) Once the bidders have selected the RFQs they are interested in, they may download the required documents/RFQ schedules. These RFQs can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the RFQ document.
- c) The bidder should make a note of the unique RFQ ID assigned to each RFQ, in case they want to obtain any clarification/help from the Helpdesk

#### 5.12 Preparation of Bid

- a) Bidder should take into account any corrigendum published on the RFQ document before submitting their bids.
- b) Before the deadline for submission of bids, the Tender Inviting Authority may modify the bidding document by issuing addenda.

- c) Any addendum thus issued shall be a part of the bidding documents which will be published in the e-tender website. The Tender Inviting Authority will not be responsible for the prospective bidders not viewing the website in time.
  - d) If the addendum thus published does involves major changes in the scope of work, the Tender Inviting Authority may at his own discretion, extend the deadline for submission of bids for a suitable period to enable prospective bidders to take reasonable time for bid preparation taking into account the addendum published.
  - e) Please go through the RFQ document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 5.13 More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
- 5.14 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -
- 5.15 For any technical related queries please call at 24 x 7 Help Desk Number: 0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787 Note:- International Bidders are requested to prefix +91 as country code E-Mail Support: For any Issues or Clarifications relating to the published RFQs, bidders are requested to contact the respective RFQ Inviting Authority Technical - support-eproc@nic.in, Policy Related - cPPP-doe@nic.in
- 5.16 Bidders are requested to kindly mention the URL of the portal and RFQ ID in the subject while emailing any issue along with the contact details.
- 5.17 Any queries relating to the RFQ document and the terms and conditions contained therein should be addressed to the RFQ Inviting Authority for a RFQ or the relevant

contact person indicated in the RFQ. Address for communication and place of opening of bids:

**Associate Vice President ic & Business Head (HCS)**  
**Healthcare Services Division**  
**HLL Lifecare Limited**  
**HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,**  
**Kerala, India**  
**Tel: +91 4712354949 , Email – hcstenders@lifecarehll.com**

- 5.18 The bids shall be opened online at the Office of the AVP i/c & BH(HCS) in the presence of the Bidders/their authorized representatives who wish to attend at the above address. If the RFQ opening date happens to be on a holiday or non-working day due to any other valid reason, the RFQ opening process will be done on the next working day at same time and place.
- 5.19 More details can be had from the Office of the AVP i/c & BH(HCS) during working hours. The RFQ Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.
- 5.20 A firm/bidder shall submit only one bid in the same bidding process. A Bidder (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.
- 5.21 Online RFQ Process:

The RFQ process shall consist of the following stages:

- i. Downloading of RFQ document: RFQ document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- ii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and HLL website (URL address: <http://www.lifecarehll.com/tender>) and shall not be available elsewhere.

- iii. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this RFQ document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
- iv. Opening of RFQ and Award of contract: The financial bids will be opened, evaluated and finalized as per the criteria detailed in this RFQ document.

5.22 Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.

5.23 HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.

5.24 HLL Lifecare Limited Ltd reserves the right to amend or withdraw any of the terms and conditions contained in the RFQ document including scope of work or reject any or all RFQs without giving any notice or assigning any reasons.

5.25 Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their bid online on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).

5.26 Note: - It is necessary to click on "Freeze bid" link / icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

## **6. DEADLINE FOR SUBMISSION OF THE RFQ FOR INTERESTED BIDDERS**

6.1. Bid shall be received only online on or before the date and time as notified in RFQ.

6.2. The Tender Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of bids, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The Bidder will not be able to submit his bid after expiry of the date and time of submission of bid (server time).

6.3. Modification, Resubmission and Withdrawal of RFQs

Resubmission or modification of bid by the bidders for any number of times before the

date and time of submission is allowed. Resubmission of bid shall require uploading of all documents including price bid afresh.

- 6.4. If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.
- 6.5. The Bidder can withdraw his/her bid before the date and time of receipt of the bid. The system shall not allow any withdrawal after the date and time of submission.

## **7. BID OPENING AND EVALUATION**

- 7.1. RFQs of Interested bidders shall be opened on the specified date & time, by the RFQ inviting authority or his authorized representative in the presence of bidders or their designated representatives who choose to attend.

## **8. BID OPENING PROCESS**

- 8.1. Opening of bids shall be carried out in the same order as it is occurring in invitation of bids or as in order of receipt of bids in the portal. The bidders & guest users can view the summary of opening of bids from any system. Bidders are not required to be present during the bid opening at the opening location if they so desire.
- 8.2. In the event of the specified date of bid opening being declared a holiday for HLL, the bids will be opened at the same time on the next working day.

## **9. CONFIDENTIALITY**

- 9.1. Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award has been announced in favour of the successful bidder.
- 9.2. Any effort by a Bidder to influence the Purchaser during processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Bidders' bid.

## **10. BID VALIDITY**

- 10.1. Bids shall remain valid for three months beyond the period of engagement or additional extended time period as decided by HLL from the date of notification of Award. A bid valid for a shorter period shall be rejected by HLL as non-responsive.
- 10.2. In exceptional circumstances, prior to expiry of the original bid validity period, the Tendering Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by email. A bidder may refuse the request without forfeiting its bid security (if applicable). A bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to extend the validity of its bid security (if applicable) for the period of the extension.

### **11. BID SECURITY (EMD)**

11.1. Bidder has to submit EMD of Rs. 6.75 lakhs (Rs. Six Lakhs and Seventy-Five Thousand) as bid security for this RFQ through RTGS/NEFT transfer in the following HLL A/c details:

Account No	:	00630330000563
IFSC Code	:	HDFC0000063
Bank Name	:	HDFC BANK
Branch Name	:	Vazhuthacaud

11.2. The Bid Security (EMD) of the successful Bidder will be discharged when the Bidder has furnished the required Security Deposit and acceptance of LOI/Work order.

11.3. The Bid Security may be forfeited:

(a) If a Bidder:

- Changes its offer/bid during the period of bid validity or during the validity of the contract.
- Does not accept the correction of errors

(b) In the case of the successful Bidder, if the Bidder fails:

- To sign the Agreement
- To deliver the material within stipulated time frame as per PO.
- To accept the Notification of award/Letter of Indent/ Purchase order and/or submit the security deposit.
- To acknowledge the Notification of award/Letter of Indent/ Purchase order within 5 days from the date of issue by sending the signed copy of the same.
- to furnish the Performance Security within the specified time period

11.4. In such cases the work shall be rearranged at the risk and cost of the selected bidder

11.5. The Bid Security deposited will not carry any interest.

### **12. ALTERATIONS AND ADDITIONS**

12.1. The bid shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

12.2. The Interested bidder shall not attach any conditions of his own to the Bid. The Bid price



must be based on the tender documents. Any bidder who fails to comply with this clause will be disqualified.

### **13. NOTIFICATION OF AWARD**

- 13.1. Successful participant after evaluation of financial bid will be notified through a Notification of Award issued by HLL.
- 13.2. Selected participant has to submit performance security as specified in this RFQ
- 13.3. After receipt of performance security an agreement will be entered with the successful participant.

### **14. DURATION OF ENGAGEMENT**

- 14.1. Period of engagement will initially be till March 2029. However, HLL reserves the right to increase or decrease the project as deemed necessary as per the same terms and conditions of this agreement.

### **15. CONFLICT OF INTEREST.**

- 15.1. The selected Strategic Partner shall not engage in activities that are in conflict with interest of the client (HLL) under the assignment and they would not engage in any contract that would be in conflict of interest with their current obligations. The selected Strategic Partner that has a business of family relationship with such members of HLL staff who are directly or indirectly involved in this assignment will not be awarded the assignment.

### **16. PERFORMANCE SECURITY**

- 16.1. The selected Strategic partner has to submit an irrevocable and unconditional guarantee from a Bank for a sum equivalent to 3% of the project value, as will be specified in the NoA. Until such time the Performance Security is provided by the Strategic partner and the same comes into effect, the Bid Security shall remain in force and effect, and upon provision of the Performance Security, the HLL shall release the Bid Security (EMD) to the Strategic partner. No interest shall be payable by HLL against the Performance Security.
- 16.2. Appropriation of Performance Security  
Upon occurrence of a Strategic partner Default, the HLL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate from the Performance Security the amounts due to it for and in respect of such Strategic partner Default. Upon such encashment and appropriation from the Performance Security, the Strategic partner shall, within 30 days thereof, replenish, in case of partial appropriation, to its original level the Performance Security, and in case of appropriation of the entire Performance Security by the HLL, provide a fresh Performance Security, as the case may be, failing which the HLL shall be entitled to terminate the Agreement with Strategic partner. Upon replenishment or furnishing of a fresh Performance Security, as the case may be, as aforesaid, the Strategic partner shall be entitled to an additional Cure Period of 15 days for remedying the Strategic partner Default, and in the event of the



Strategic partner not curing its default within such Cure Period, the HLL shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate the Agreement with Strategic partner.

#### **16.3. Release of Performance Security**

The Performance Security shall remain in force and effect for the entire period of the Agreement, shall be released after 90 (ninety) days of Transfer Date in accordance with the Agreement with Strategic Partner.

### **17. INDEMNITY**

17.1. The Interested Bidder shall indemnify, defend and hold harmless Government of India and HLL, its Affiliates, officers, directors, employees, agents, and their respective successors and assigns, from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third Party claims of any kind that arise out of or are attributable to (i) Manufacturer's/Bidders/service providers breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Manufacturer /Bidders. (iii) any product/service liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by bidder or its affiliate.

### **18. HLL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS**

- 18.1. HLL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award Contract award, without thereby incurring any liability to the affected bidder or bidders.
- 18.2. HLL does not bind itself to accept the highest or any bid and reserves the right to reject any or all bids at any point of time prior to the issuance of the Notice of award/Letter of intent/Purchase order without reason whatsoever.
- 18.3. HLL reserves the right to resort to retendering without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection. The purchaser reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised bids from the bidders due to such changes, if any.
- 18.4. Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.
- 18.5. HLL reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the purchaser's action.

### **19. PAYMENT TERMS**

19.1. HLL will charge prevailing CGHS Delhi Non NABL rates for CT scan services from the patients. In cases where CGHS rates are not available, HLL will charge rates discounted

from the market charges.

- 19.2. Payments will be collected by HLL from patients directly and in the case of credit customers, the bills shall be submitted to respective authorities for reimbursement.
- 19.3. Service Provider shall make independent assessment of proposed project and submit their financial quotes. The financial quote of the strategic partners shall specify the revenue share percentage acceptable to share with HLL for this particular proposal. Minimum Revenue share to HLL is fixed as 10.00%.
- 19.4. HLL will retain the revenue share as agreed by Strategic partner through their financial bid. Remaining amount, after deducting all expenses, statutory charges, penalties, if any, incurred by HLL, will be released to Service provider.
- 19.5. Service provider shall raise invoices before 7th of every month and HLL will release payments to Service provider within 30 days of invoice submission in case of direct billing and within 30 days of receipt of payment for credit customers.
- 19.6. In the event of the HLL noticing at any time that any amount has been disbursed wrongly to the Service Provider or any other amount is due from the Service Provider to the HLL, the HLL may without prejudice to its rights recover such amounts by other means after notifying the Service Provider or deduct such amount from any payment falling due to the Service Provider. The details of such recovery, if any, shall be intimated to the Service Provider. The Service Provider shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in previous invoice by mistake on the part of the HLL.
- 19.7. HLL shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Service Provider where the HLL disputes such invoice or part of it provided that such dispute is bonafide. The withheld amount shall be limited to that which is in dispute. The disputed amount shall be settled in accordance with the procedure. Any exercise by the HLL under this section shall not entitle the Service Provider to delay or withhold the services to be rendered as per the agreement.
- 19.8. All payments agreed to be made by the HLL to the Service Provider in accordance with the Services shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable. The Service Provider shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this agreement.

## **20. TAXES**

- 20.1. The Service Provider shall bear all personnel taxes levied or imposed on its personnel, or any other member of the Service Provider's team, etc. on account of payment received under this agreement. The Service Provider shall bear all corporate taxes, levied or imposed on the Service Provider on account of payments received by it from the HLL for the work done under the scope of work
- 20.2. The Service Provider agrees that it shall comply with the Indian Income Tax Act in force from time to time and pay Indian Income Tax, as may be imposed/ levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the scope of work

20.3. Should the Service Provider fail to submit returns/pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, the Service Provider shall pay the same. The Service Provider shall indemnify the HLL against any and all liabilities or claims arising out of this engagement for such taxes including interest and penalty by any such Tax Authority may assess or levy against the Board / Service Provider.

## **21. GOVERNING LANGUAGE**

21.1. The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

## **22. APPLICABLE LAW**

22.1. The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

## **23. COURT JURISDICTION**

23.1. In the event of any dispute arising out of this agreement, the parties agree that the courts of Thiruvananthapuram, Kerala alone will have exclusive jurisdiction.

## **24. ARBITRATION**

- 24.1. Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre ("IIAC") in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations 2023 ("IIAC Regulations") for the time being in force, which regulations are deemed to be incorporated by reference in this clause."
- 24.2. The place / seat of the arbitration shall be Thiruvananthapuram, India, The Tribunal shall consist of one arbitrator. The law governing the arbitration agreement shall be Indian Law. The language of the arbitration shall be English.

## **25. TERMINATION**

25.1. HLL reserve right to terminate/ cancel the Notification of award/ Letter of Indent/ Purchase order at any time for any reason without any liability on HLL.

## **ANNEXURE-1**

# **SCOPE OF WORK OF STRATEGIC PARTNER**

### **A. Background of the project**

HLL intends to set up a 32 slice CT (Computerised Tomography) scan facility at their diagnostics center (Swarnajayanthi IFFCO-Tokyo IIFL Sheetla Mata Diagnostic Center) Gurugram, Haryana.

Through this RFQ, HLL intends to identify and engage a strategic business associate for establishing and operating the above-mentioned CT scan centre from its panel of strategic business partners for medical imaging services. The contract period shall initially be till March, 2029 from the date of notification of award and may be extended in line with project duration, after a review of performance by the Strategic partner.

### **B. General Scope**

1. The strategic partner shall invest and set up a CT scan (32 slice) facility as per the requirement of HLL. The Strategic Partner shall be responsible for procurement, installation, maintenance and upkeep of a 32 slice CT scan equipment and associated equipment at the space provided by HLL at Hindlabs Gurugram. Strategic partner at their cost shall set up a facility suitable for performing CT scans at the space provided by HLL by refurbishing it and all civil works, electrical works, procurement of other infrastructure and all other activities pertaining to this shall be under the scope of the strategic partner. Other responsibilities shall include the following.
  - 1.1. Prior to commencement of the CT Scan Services, the Strategic Partner shall submit to the HLL its design, methodology, Equipment details in conformance to the specifications given in the RFQ document, quality assurance procedures, installation and turnkey works time schedule for completion of the setting up of CT Scan Services, which shall include setting up of CT Scan machines.
  - 1.2. The Strategic Partner shall make complete arrangements (including procurement of CT Scan machine (32 Slice or more) with respect to compliance with AERB and Medical Imaging Standard No. CEA/ MIS – 028 to make the Facilities operational. The equipment deployed shall comply with the specifications provided in **Annexure-2** of this document. Strategic Partner must obtain HLL concurrence regarding the make, model and specifications of the machine prior to deployment.

Along with the above-mentioned requirements the Strategic Partner shall ensure prior to providing the CT Scan Services that the CT Scan machine being installed for each of the Facilities should be CE certified / USFDA approved or any other equivalent Indian standard shall be submitted by the Strategic Partner.

- 1.3. Strategic partner should ensure that the offered equipment including products & services should be scalable, configurable, capable, and upgradable to suit the ever-increasing need and requirement of the concerned facility. Machine deployed shall be preferably new, however refurbished machines in good condition and in conformance to the specifications provided in the Annexure-2 are also acceptable.
- 1.4. Strategic Partners will be responsible for internal/ external furnishing as per CT safety guidelines including air conditioning, electrical, civil, plumbing, fire & safety, furniture and other related works as required by HLL. Supplier must provide the turnkey works as detailed in **Annexure-3** for proper setting up of the facility at their own cost. The area/location/room(s) allotted shall be aesthetically furnished /built as per national/regional/local mandatory compliances. The plans, CAD drawings shall be shared with HLL at all times. Interested bidders are advised to visit and examine the site of delivery/Work and its surroundings and obtain for themselves, on their own responsibility, all the information that may be necessary for preparing the bid and entering into a contract for delivery of item/construction of the Works.

Area available for establishment of CT scan centre

- Gantry Room - 19x16.5 Sq. Ft.
  - Console Room – 10x6 Sq. Ft.
  - UPS & Changing Room – 16x6 Sq. Ft.
- 1.5. Ensure that it procures DG set of minimum 120 KVA or higher capacity as may be required at the Facility for uninterrupted CT Scan Services and also a system to control voltage fluctuations so as to ensure that uninterrupted CT Scan Services can be provided to the Patients. DG set has to be installed with canopy and automatic changeover switch.
- 1.6. Strategic Partner at its own cost shall provide all necessary and required allied and ancillary equipment such as Refrigerator, Air Conditioner, Pressure Injector, Computer, Film Printer, UPS Online/Sine Wave including batteries (as per required load), lifesaving/monitoring items, Crash cart with necessary emergency medicines, Suction Apparatus, Pulse Oximeter, CT compatible - oxygen cylinders, cylinder trolleys, Wheel chairs, patient trolleys, Metal detectors & other required equipment, MR Signages, IT/hardware, LAN connections, CCTV , RIS integration, SMS Alert facility, Online reporting, Furniture & Fixtures, etc. along with other relevant accessories as and when required.

- 1.7. Strategic Partners must complete the process of refurbishing the facility, procuring the equipment and accessories and complete installation of the same and start patients service within 4 months from the date of handing over ready to use space. The activity of turnkey works of the imaging centre shall be started within 15 days and shall be completed in all aspects so as to commence the operations within the timeline of 90 days from the date of issue of Notification of Award. The Party shall take the consent for layouts and have to carry out the necessary turnkey works in consultation with HLL.
- 1.8. The equipment once installed by the strategic partner shall not be moved or shifted to any different location or premises during the engagement period without the prior mutual understanding between the Parties. The on time maintenance of all equipment and the AMC/CMC for the existing machines shall be under the scope of strategic partner.
- 1.9. Strategic Partner must provide and facilitate adequate training to the technicians and other staff employed in the facility. Soon after completion of installation, Strategic partner will facilitate training to the staff through technical personals from manufacturer detailing operation and maintenance of the installed equipment and facility. The training by application specialist is required for minimum two weeks. Further, for any new protocol execution, availability and guidance of the application specialist in online mode has to be ensured.
- 1.10. Time to time upgrades in software and equipment has to be made aware and updated to the staff promptly.
- 1.11. Strategic partner must ensure and arrange the required regulatory permissions, if any for providing the CT Scan Services in accordance with the applicable Laws, required Statutory Permissions and Good Industry Practice.
- 1.12. The Strategic Partner shall maintain adequate insurance cover as prudent in accordance with Good Industry Practice for hedging risks related to the Patients, Personnel or the CT Scan Equipment. The Strategic Partner will obtain and maintain insurances within one month of start of operation of the services as per Good Industry Practice for the premises including the equipment, insurances against damages to property due to force majeure, insurances against theft and loss of equipment and such other insurances as are required for the Services undertaken by the Strategic Partner.
- 1.13. Install a medical grade monitor to view the images and reports of each of the Facilities. The operations and maintenance of such monitor including availability of internet shall be ensured by the Strategic Partner.
- 1.14. Strategic partner shall upgrade/add imaging equipment and ancillary equipment as and when required and shall not be limiting to the initial installation of equipment.

All the installations shall be with concurrence from HLL and should meet the quality requirements.

- 1.15. Undertake, do and perform all such acts, deeds and things as may be necessary or required before commencement of works under and in accordance with this Agreement, the Applicable Laws and Applicable Permits.
  - 1.16. Strategic partner shall be free to take away the assets installed by Strategic Partner from the facility after completion or termination of the agreement, subject to approval from HLL.
  - 1.17. Strategic partner does not have any claim on the premises provided by HLL.
  - 1.18. If HLL intends to relocate the equipment to any of their other locations during the engagement period, strategic partner shall facilitate the same at their own cost.
- 2. Maintain the CT scan center-** The day-to-day maintenance of the facilities shall be under the scope of the strategic partner as detailed below.
- 2.1. During the entire term of engagement, the Strategic Partner shall maintain the CT Scan Equipment in accordance with the Manufacturer Manual and Good Industry Practice for the purpose of providing uninterrupted CT Scan Services. In case the machine is out of order/ broken down, the troubleshooting and repair should be arranged within 72 hours. Any sort of breakdown beyond 96 hours will invite a penalty. The penalty amount is calculated as follows  
The average number of scans and revenue generated per day in the previous month will be calculated and penalty amount will be arrived by multiplying the average number of scans per day and the average revenue generated per day with the number of days of breakdown over the initial 72 hours, pro-rata.
  - 2.2. Strategic partner must ensure uptime of other ancillary equipment available in the CT centre. Strategic partner should enter in to CMC/AMC contracts for ancillary equipment also to ensure break-free operation. The expenses incurred for HLL in emergency maintenances of any equipment or accessories required for the smooth operation of the centre will be recovered from the Strategic partner. The circumstances and estimated cost of maintenance shall be intimated to the Strategic partner in advance.
  - 2.3. The overall breakdown period should not go more than a week. If such a long breakdown period is happening, then the party has to arrange alternate options for doing the CT scan by taking the patients referred by the hospitals in an ambulance to other nearby CT scan services.



- 2.4. In a year the total breakdown duration should not exceed 4 weeks or 28 days. If shutdown extends beyond 30 days in a year due to technical and/or administrative reasons on the part of Strategic partner, HLL will have the right to terminate the agreement.
- 2.5. The obligations of the Strategic Partner in this regard shall also include, but not limited to:
- (i) Ensuring safe, smooth and uninterrupted operation of CT Scan Equipment; Providing round-the-clock (24 hrs) response, at all the time during the Term,
  - (ii) Responding to emergencies/issues arising with respect to the performance of the CT Scan Equipment, as per the Specification and applicable Standards.
  - (iii) Carrying out periodic preventive maintenance and ensuring that CT Scan Equipment and the CT Scan machines at each of the Facilities remains in good working condition;
  - (iv) Post warranty, Strategic partner, at his cost, has to ensure to place the equipment under Comprehensive annual maintenance Contract with the equipment supplier during the entire tenure of engagement.
  - (v) Undertaking routine maintenance to ensure undisrupted operation of the CT Scan Equipment and the CT Scan machines for the CT Scan Services;
  - (vi) Submission of the maintenance plan for the project before the Commencement of Operations Date.
  - (vii) Adhering to the AERB norms and guidelines issued from time to time and ensuring QA/QC and other procedures on time as per AERB guidelines.
  - (viii) Adhering to the guidelines issued by HLL from time to time with respect to the Project, if any;
  - (ix) Adhering to the guidelines issued by Government of India from time to time with respect to the Project, if any;
  - (x) Procuring and maintaining adequate inventory of all spares for the Project. The Strategic Partner shall procure only the best quality spares, which would be subjected to periodic inspection by the representatives of the HLL at its discretion.

### **3. Operational obligations**

- 3.1. All the operational and maintenance cost relating to functioning of CT scan services including the cost of deployment of the personnel will be borne by the Strategic Partner. Strategic partner should bear and pay all costs, expenses and charges in connection with or incidental to the performance of their obligations.
- 3.2. Strategic partner shall deploy of adequately qualified and experienced Radiologists and Radiographers to operate the CT scan services as per applicable statutory norms and guidelines.



- 3.3. Strategic partner shall deploy adequate support staff including nurses, attendants, and technical personnel for smooth operations.
- 3.4. In case HLL deploys manpower, cost towards the manpower utilization shall be debited to the operation cost of the project.
- 3.5. In case medical, technical and other personnel for operation and management of the services are engaged by the Strategic partner in accordance with the relevant Clinical Establishment Acts and Norms.
- 3.6. Upon requirement from HLL, Strategic partner shall carry out any up gradation of CT Scan Equipment and curing of Defect(s) in any CT Scan Equipment and replacement of the CT Scan Equipment if required, during the Term.
- 3.7. Maintaining all communication, control and administrative systems necessary for the efficient functioning and maintenance of the CT Scan Equipment; Complying with Security and Safety Requirements in accordance with agreement/NOA with HLL and Strategic partner
- 3.8. Maintain and upkeep all the project assets at all the time during the Term; and maintaining and keeping the designated Location located within each of the Facilities during the Term in a condition similar or better than the condition in which they have been handed over to the Strategic Partner by the HLL.
- 3.9. Strategic partner must ensure issuance of CT Scan reports within agreed timelines (6 hours for routine cases; 2 hours for emergency cases).
- 3.10. Ensure digital transmission of reports and images via PACS/RIS integration with the Authority's system, if applicable.
- 3.11. Strategic partner should keep adequate inventory (minimum 45 days' stock) of the consumables at the CT centre required for performing CT Scans.
- 3.12. Obtain and maintain all mandatory approvals, licenses, and statutory compliances, including AERB certification, biomedical waste management norms, and other applicable regulations.
- 3.13. Strategic partner should Ensure compliance with all clinical, safety, and legal requirements throughout the contract period.
- 3.14. Strategic partner should Ensure strict adherence to radiation safety guidelines, infection control protocols, and biomedical waste management practices.
- 3.15. Strategic partner should Provide patient support amenities such as wheelchairs, stretchers, and a comfortable waiting area.
- 3.16. HLL has rate contracts with certain suppliers for radiographic films, contrast medicines and other consumables; if those items are procured by HLL then the cost incurred towards these procurements shall be reimbursed from the Party on monthly basis or shall be adjusted with the payable to the Party. The party can also directly procure and deliver the above-said items of the same quality mandated by

HLL in a timely manner. In that case, the expense of items shall not be deducted from the operational expense.

- 3.17. HLL shall make the payment for regulatory requirements, internet, manpower cost, utilities like electricity, water, branding, administrative activity, basic stationery, Teleradiology Reporting, RIS/PACS charges, and any other expenses for the functioning of the unit, and the same shall be recovered from the Strategic Partner by HLL.
- 3.18. If HLL requires, Strategic partner shall install a Radiology Information System (RIS) & Picture Archiving and Communication System (PACS) as per requirement with Bi-Directional Interfacing of the equipment along with its integration with HLL's softwares. The interface should work seamlessly with the LIS/RIS of HLL. Reports shall be available through SMS, Web reporting, hard copy. Strategic partner shall provide the required IT support by providing essential computer hardware and networking devices, for online reporting, patient alerts, and Queue management system in the facility. Minimum 95% Uptime time has to be ensured for all software and related services provided by Strategic Partner.
- 3.19. Strategic Partner, in consultation and confirmation from HLL, shall provide complete Supply-chain and Vendor management for ensuring uninterrupted supply of necessary consumables items to be used in the operations of imaging at its own cost. The technical specifications provided by HLL shall be followed.
- 3.20. Strategic Partner shall ensure strict data privacy and confidentiality of patient records in compliance with prevailing legal and regulatory norms.
- 3.21. Appropriate and approved software packages, if required, will be installed by the Strategic Partner to for proper functioning of CT facility. Strategic Partner shall also ensure that the CT scan reporting can be integrated for the Teleradiology software as required by HLL
- 3.22. Business development activities including marketing, promotional activities and CMEs.
- 3.23. Strategic partner shall ensure quality control as per guidelines for running internal quality control or external quality control at no additional cost as per the requirement of HLL. Quality Control arrangement can be checked by any authority of HLL at any point of time. Strategic partner shall help and support the HLL in adoption and implementation of NABH/ NABL protocols and NABH/ NABL accreditation.
- 3.24. Maintain adequate insurance coverage for equipment, staff, and patient-related risks.
- 3.25. Strategic partner will Indemnify the HLL against liabilities arising from negligence, malpractice, or equipment failure. The Strategic Partner shall be solely responsible

- for all liabilities and disputes, including medico-legal issues, arising out of or in connection with the performance of its responsibilities as detailed in the Scope of Services, and HLL shall be indemnified and held harmless against any such claims.
- 3.26. The party has no role in the other operations run by HLL in the same premises.
- 3.27. The reception counter is already established by HLL and the same can be used for the CT Scan operation too.
- 3.28. Day to day operations of the CT Scan facility and Services will be done by HLL in coordination with Strategic Partner.
- 3.29. Strategic Partner shall ensure that the services are operational 24x7 during tenure of engagement, irrespective of Sundays or public holidays.
- 3.30. If the Strategic Partner fails to execute the terms as per scope of work within the stipulated timelines, HLL will have the right to levy liquidated damage of Rs.5000/day.
- 3.31. HLL will have the right to do tele radiology reporting of the cases. In such cases the fee shall be deducted from the SBP.
- 3.32. HLL shall conduct a half-yearly performance evaluation of the Strategic partner, and in case of non-satisfactory performance, HLL has the sole discretion of deciding the continuity of the contract.
- 3.33. The Strategic Partner will also install a medical grade monitor to view the images and reports of each of the Facilities. The operations and maintenance of such monitor including availability of internet shall be ensured by the Strategic Partner.
- 3.34. The Strategic Partner shall ensure confidentiality of all the data generated/ collected/ developed as a part of this Project. The Strategic Partner will comply with confidentiality and privacy laws relevant to patient Details.
- 3.35. Maintain the quality standards followed and implemented by HLL and will follow the SOP's implemented by HLL for Medical Imaging service.
- 3.36. Waste management (including the biomedical waste management) is under the scope of the strategic partner. The strategic partner shall ensure the regulatory compliance of the Bio-Medical Waste as per the State Pollution Control Board.
- 3.37. Strategic Partner must abide by the applicable statutory rules, guidelines, policies and undertake all statutory responsibilities with respect to the function of CT scan facility.
- 3.38. If in case of the Strategic Partner undergoes a corporate restructuring of any form, the restructured entity will be obliged to continue to provide services to HLL during the contract period. The Strategic Partner shall undertake that the clauses mentioned below will govern service continuity under this agreement concerning Corporate Restructuring actions involving:

- 3.38.1. In the event of any change in the management of the Strategic Partner, they will be obliged to continue to provide the services under this agreement.
- 3.38.2. In the event of Acquisition or Merger of the Strategic Partner by a Third Party, the Strategic Partner will ensure that the resulting entity is obliged to provide the services envisaged under the Notice of Award issued to them.

<b>ANNEXURE-2</b>	
<b>TENDER SPECIFICATION OF 32 SLICE CT SCANNER TO BE DEPLOYED BY THE SUCCESSFUL BIDDER</b>	
<b>32 slices Spiral Computed Tomography system with 16 physical rows of detectors</b>	
<b>1- ROWS AND SLICES</b>	
1.1-	The bidder should specify the number of slice (32 slices at least).
1.2-	Detector type: high efficiency electronic Detectors
1.3-	Detector rows should be at least 16 Rows
1.4-	No. of total detector elements should be at least 11,000 Elements
1.5-	Acquisition Rate: $\geq 2320$ views/rotation
<b>2-THE GANTRY</b>	
2.1-	Spiral scanner for performing all clinical applications at low power requirement and low patient dose. Dose display is preferred
2.2-	Three phases 220/380 V-50 Hz
2.3-	Low voltage slip-ring tech.
2.4-	The shortest scan time for full 360° rotation should be 0.75s or less
2.5-	Gantry aperture 65 cm or better.
2.6-	Gantry Tilt: 30 deg at least
2.7-	Laser light for the patient positioning
<b>3-The Patient Table (With Vertical Movement)</b>	
3.1-	Movement range should be at least 145 cm
3.2-	Table Feed Speed should be 1-100mm/s or better
3.3-	Max scannable load of the table should be at least 200 kg
<b>4- Reconstruction, Processing and Display of The Image</b>	
4.1-	The slice thickness should be 0.8 mm or less
4.2-	FOV (Field of view) should be at least 445mm
4.3-	Max spiral scan time should be at least 100s
4.4-	Reconstruction time in spiral mode should be at least 15 images/second
4.5-	Multiple Reconstruction matrix should be 512x512, 768x768, 1024 x 1024 or better
4.6-	Display Image matrix should be 512x512, 768x768, 1024 x 1024 or better.
4.7 -	High-contrast resolution should be at least 15lp/cm@0%MTF
4.8 -	Low-contrast resolution should be 2mm@0.3% or better

4.9-High resolution color monitor: 23 inch at least. The bidder should specify Type of the monitor.
4.10- Pitch selection range should be 0.3-1.5
<b>5- X-ray Tube</b>
5.1- Tube heat capacity $\geq 3.5$ MHU
5.2- Tube cooling rate should be at least 600 kHU/min
5.3- Tube should have two focal spots, small focal spot size should be 0.9×0.9mm or smaller, large focal spot size should be 1.4×1.4mm or larger
<b>6-The X-ray Generator</b>
6.1- The X-ray generator power should be at least 32 kW
6.2- At least 5 KV options, Min. KV should be less than 70 KV, Max. kv should be 140kv at least
6.3- Tube current should be 10-320mA
<b>7- Imaging Mode and Automatic Exposure Control</b>
7.1- The bidder should specify the Console System and the operating systems (Windows 7 or better)
7.2- Most Advanced Iterative Reconstruction Algorithm to lower patient dose
7.3- Dose reduction software (based on patient size, organs and angular adjustment); Low dose for sensitive Organs; Fixed angle exposure for interventional scanning;
7.4- DICOM 3.0 system or newer version .
<b>8-Programs and applications</b>
Application programs should include the following software:
8.1-3D: Include following visualization function: Volume Rendering, MIP, MinIP, SSD, AIP; Supporting Image Cutting, Manual Segmentation, Tissue Management, Volume Calculation; Batch; Volume Compare; Saving and reading processing results
8.2- Virtual Endoscopy: Providing fly-through for colon, trachea, vessel; Define fly-through path; Manual navigation mode; Saving navigation result
8.3- Auto Film: This function should allow the user to set up and store filming parameters. Pre-stored protocols should be set to include auto-filming. The operator should be able to film immediately after each image, at the end of a series, or film after the end of a study and review images prior to print. The operator should also be able to automatically film.
8.4- Auto Voice: A standard set of commands for patient communication; before, during and after scanning.

<p><b>8.5- Bolus Tracking:</b> An automated injection planning technique should permit the user to monitor actual contrast enhancement and initiate scanning at a predetermined enhancement level. Combine with SAS for full automation and efficacy.</p>
<p><b>8.6- Spiral Auto Start:</b> integrates the injector with the scanner, allowing the technologist to monitor the contrast injection to check for extravasation and to initiate and stop the scan (with the pre-determined delay) while in the scan room.</p>
<p><b>8.7- Vessel Analysis:</b> Bone Removal function; Vessel Extraction and Labeling ; Editing vessel centerline; Vessel Measurement Tool; Saving and reading processing results.</p>
<p><b>8.8- Bone Remove:</b> One click bone removal function should be supported in both Volume application and Vessel Analysis application.</p>
<p><b>8.9- CT reporting, MPPS, Worklist</b></p>
<p><b>8.10- Vessel Measurable Analysis.</b> Following features should be able: One click bone removal; Vessel centerline extraction; Various review modes may be used: Volume Rendering ,MIP,MPR,CPR; Measurements are provided for vessel assessment, including maximum and minimum cross section diameters, lumen areas.</p>
<p><b>8.11- Dose control software.</b> Following features should be able: According to the patient's size, automatically calculates the proper Dose; The system should automatically on-line modulate dose to adapt to different attenuation, and the dose should be optimized but still realize good image quality ; Auto kv;</p>
<p><b>8.12- Real-time MPR:</b> Real-time MPR functions allows real-time reconstruction in coronal, sagittal, and axial plane during scanning.</p>
<p><b>9-Host computer system</b></p>
<p><b>9.1- high-performance computer</b> Host: Host: 1 x Quad Core Intel(R) Xeon(R) Recon: 1 x4 Core Intel Xeon</p>
<p><b>9.2- RAM Storage: 32 GB or better</b> Image Storage: 1TB or better;</p>
<p><b>9.3- Additional Storage:</b> CD-R 700 MB 1,100 Images/DVD DICOM Drive 4.7 GB DVD Media 8,400 Images Write-RW/+RW/-DL/Read</p>
<p><b>9.4- DICOM Viewer:</b> Included on each CD; Automatically started on the viewer's PC</p>
<p><b>10-The Accessories</b></p>
<p>The following should be contained:</p>

10.1- Knee Joint Cushion
10.2- Head Holder Cushion
10.3- Head Holder Assly
10.4- Arm-Head Cushion
10.5- Flat Head Holder Cushion
<b>11- Additional devices</b>
11.1- Calibration phantom: the bidder should specify Type of the Phantom.
11.2- Tool box: A set of tools for daily maintenance to make sure the system to work with best status
Note: All parameters with should be complied

**Annexure-3**  
**The scope of Turnkey works of the selected service provider, for the installation of 32 Slice CT scan**

Sl. No.	Location	Item Description	Technical Specifications / Scope of Work	UoM	Quantity	Make / Brand (if any)	Compliance with Standards
1	Gantry room and Console	Supply & installation CT scan machine	Neu Viz Ace SP (32 slice)	Lot	1		
2	Panel Room	Supply & installation UPS with Battery Bank Sizing (20 min Backup)	65 kW, online double-conversion type. Should support 20 minutes backup on full load. Must support medical-grade output with low THD and fast transient response. Battery bank size depends on UPS DC Bus Voltage (typically 240V/384V/480V). Battery Capacity 200–250 Ah (at appropriate voltage level). Exact sizing should be done by UPS vendor based on system configuration	Lot	1		
3	Gantry room	Supply of Dual-head pressure injector		Nos	1		
4	Console	Supply & Installation of Lead-lined Glass for Console Room	3mm Pb equivalent, 12–15 mm thick radiation protective glass. High light transmission (≥85%). Size: 600mm x 800mm. Mounted in lead-lined steel/aluminum frame.	No.	1	Kiran or Equivalent	AERB, ISO 15382
5	Panel room & Gantry room	Supply & Installation of Electrical Power Cable	Supply, laying, and termination of 4-core Copper (16 sq.mm) or 4-core Aluminum (25 sq.mm) cable (approx. 20 meters). Include 2 runs of 10 sq.mm Cu earthing to chemical earth pits. Include 63A TP+N MCCB with ELCB. 415V, 3-phase, 50 Hz.	Lot	1	KEI/Polycab or equivalent	IS 7098, OEM Specs
6	Console & Gantry room	Supply of Storage Unit for CT Consumables	Powder-coated MS/laminated wooden cabinet, lockable doors, 3–4 shelves. Size: 900x450x1800mm. Hospital-grade finish.	No.	1		Hospital/Diagnostic centre Norms



		Wall-Mounted Cabinets	Storing lightweight consumables like syringes, gloves, gauze, contrast injectors	No.	1		
		Base Cabinets / Under-Counter Storage	Bulkier items like tubing sets, CT contrast bottles, disinfectants	No.	1		
		Tall Storage Cabinet	Apron hanging, protective gear, tech manuals, and film covers	No.	1		
		Lead Apron Storage Rack	Dedicated rack for aprons to prevent cracking/folding	No.	1		
		Movable Trolley / Utility Cart	Daily use items like cotton, gloves, small tools	No.	6		
		Contrast Injector Accessory Box	Contrast syringes, tubes, injectors	No.	1		
7	Panel room	Lead Lining on Store Room Door	2mm lead lining on existing door (size of 3'x7')r. Laminated cover. Ensure continuity and radiation shielding.	Sift	21		AERB Guidelines
8	Gantry room	Supply and Installation of SS Trench Covers	SS304/SS316 plates, 450mm x 450mm, 2mm thick, anti-skid finish, lift handles.	No.	4		ASTM A240 / IS 6911
9	Outside Building	Chemical Earthing for CT Scan Machine	Copper-Bonded Steel Rod, 17.2 mm diameter, 3m length with minimum 250-micron copper coating. Backfill with high-conductivity Bentonite or carbon-based compound. $\leq 1$ ohm resistance per electrode. 4 Nos. pits: 2 for CT, 1 for UPS, 1 spare/shield. Includes heavy-duty inspection chamber and double run of 10 sq.mm Cu wire. Compliant with IS 3043 / IEEE 80 / NBC. 5 years warranty on performance.	No.	5	Ashlok or Equivalent	IS 3043
10	Console room	AMC for AGFA Dry Printer (Dry Star 5503)	Preventive + breakdown support for existing AGFA Dry Star 5503. At least 2 preventive visits/year. Includes basic spares and reports.	Year	1	AGFA	OEM Guidelines
11	Gantry room	Supply & Installation of Radiation Warning Lamp	LED-based red warning lamp above CT room entrance. Auto ON during scan. Radiation	No.	1		AERB Guidelines

			symbol engraved. ≥50,000 hrs life. Radiation lamp to be interlocked with CT scanning cycle				
12	Gantry room and Console	Supply and Fixing /Repairing of existing Floor Tiles	supply & fixing of damaged tiles with exiting matching tiles. Includes dismantling, laying, grouting, finishing.	Sift	50		IS 15622
13	Gantry room	Supply & installation Dehumidifier	Capacity ≥30L/day. Digital RH display, auto cut-off. Installed in equipment room to meet OEM environment specs.	No.	1	TruSens / Honeywell	OEM Room Specs
14	Console Room	Supply of Lead Aprons	0.5mm Pb equivalent. Full-length with thyroid collar. 2 nos. Apron hangers/hooks included. Antimicrobial outer layer.	No.	2	Kiran / AMRay	AERB Guidelines
15	Gantry room, Panel room and Console	AMC for Existing Voltas Split ACs	AMC for 4 nos. 1.5TR Voltas ACs. Includes 4 preventive visits/year, coil cleaning, gas check, filter servicing.	Year	1	Volta	
16	Panel Room	Isolation Transformer	Rating: kVA to 75 kVA, Use shielded, copper wound, low-leakage medical-grade isolation transformer, Electrostatic shield between primary & secondary. Separate earth reference for output side. Proper earthing with <1 ohm resistance	Lot	1		