

HLL/CHO/HCS/ML/2016-17/01

26-08-2016

-NOTICE INVITING EXPRESSION OF INTEREST -

**EMPANELING THE SERVICE PROVIDERS
FOR OPERATION OF COLLECTION
CENTERS AND PROVIDING LABORATORY
SERVICES AT VARIOUS LOCATIONS IN
INDIA**

AUGUST 2016

About Us

HLL Lifecare Limited (HLL) is a public sector undertaking under the administrative control of the Ministry of Health & Family Welfare, Government of India. 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, healthcare and retail services, while nurturing its core business of providing quality contraceptives.

The Healthcare Services Division of HLL provides Medical Diagnostic Services (Laboratory and Imaging) and other facilities like Wellness Clinic/Polyclinic to partner institutions in a PPP model. Our first center in association with CGHS started functioning since February 2008 in New Delhi. Presently HLL operates 4 Medical Laboratories with High end equipment and installed four 1.5 Tesla MRI scanners in 4 Government Medical colleges in Kerala. The Healthcare Services Division (HCS) of HLL is planning to set up Diagnostic Services in various states across India. For this expansion plan, HLL is in the lookout for partners to provide complementary services which will enable HLL establish the centers/services across India. This Expression of Interest (EOI) is invited for selection of partners/service providers for the following:

1. Establish & Operate sample collection centers in the designated locations in each state. The detailed scope of services is defined in Part A of this EOI.
2. To provide Laboratory testing services. Detailed scope of services is defined in Part B of this EOI.

Part A : Selection of service provider to establish & operate sample collection centers

I. Scope of Work:

- To establish, modify and equip the patient sample collection centers in the space identified/provided by HLL.
- Centrifuge and storage of samples in the collection center and disposal of bio-medical waste generated as per BMW rules of the state.
- Undertake the point of care in-vitro diagnostic tests using kits.
- Transportation of samples to the assigned Labs.
- Ensure the safe collection & transportation of the sample.
- IT support & service for downloading laboratory reports & printing.
- Printing and submitting the diagnostics report generated from the lab.
- Providing the IT Solution and client systems for tracking all the transactions and maintaining required MIS.
- Coordinating with the department for raising invoices and payment collection.
- Providing MIS reports required as supporting documents
- Coordinating with hospitals for getting satisfactory performance certificates

II. Eligibility Criteria

a.	Bidder should be a company registered under the Company's Act and should have been in existence for at least 3 years prior to the date of EOI/bid submission. Copy of incorporation certificate to be provided.
b.	Average Annual Turnover of Rs 50 Cr or above for last 3 financial years (i.e.2013-14, 2014-15 and 2015-16). Audited annual Reports of the service provider to be submitted.
c.	The Bidder should have been engaged in minimum 3 projects in IT communication/healthcare/logistics management of value above Rs. 10 Crore involving services to Govt. /PSU, during the last three financial years. Copy of contract agreement/work orders/ project completion certificates to be provided.

d.	Net worth of the bidder should be positive during the last three financial years (i.e.2013-14, 2014-15 and 2015-16). Audited annual Reports of the service provider to be submitted.
e.	Bidder must have been engaged in a project involving manpower deployment of more than 300 resources (manpower). Work order copy to prove the experience in deploying more than 300 resources for a project.

III. Format for Submitting Eligibility Criteria

	1.1 Years of Experience	
1	<p>1.2 Proven and demonstrable experience in executing and operating minimum 3 large IT communication/healthcare/logistics management projects worth Rs.10.00 Cr of each during the last three financial years.</p> <p>Project Implemented:</p> <p>(a) Name of the Project(s) (b) Duration (c) Project Value</p>	<p>Details of each project to be attached by the Bidder.</p>
2.	<p>Turnover</p> <p>The service provider should have a turnover of <u>at least Rs 50 Crore</u> in the last three years.</p>	<p>Audited annual Reports of the service provider.</p>
3	<p>Manpower deployment of more than 300 resources</p>	<p>Work order copy to prove the experience in deploying more than 300 resources for a project</p> <p>Work order copy</p>

Part B: Selection of service provider for providing laboratory testing service.

I. Scope of Work:

- Testing of the blood samples/other specimen samples which will be delivered to the lab by HLL.
- Report generation and uploading the results in websites within the TAT defined by HLL.
- The service provider shall perform the test in their lab.
- Test to be performed and reported are mentioned in Annexure I of this EOI.

II. Eligibility criteria

a.	The bidder should have experience of at least 5 years in processing the clinical specimens for various tests. Copy of the past/specimen test reports done by the lab to be submitted as proof.
b.	The bidder should have experience in under taking hematology, microbiology, biochemistry & immunoassay and pathology tests from the various clinical specimens. Copy of the past test reports done by the lab to be submitted as proof.
c.	The lab should be equipped with all necessary equipment/ systems to undertake the test as per HLL requirement. Details of the equipment available for under taking various tests mentioned (Annexure I) to be submitted as proof.
d.	The lab should have the experience in handling minimum of 50 patient samples per day. Copy of the test reports to be submitted as proof.
e.	The lab should have qualified lab technicians/ biochemist/ pathologists /microbiologist. The profile of the employees to be submitted for evaluation.
f.	Net worth of the bidder should be positive during the last three financial year's i.e.2013-14, 2014-15 and 2015-16). Audited annual Reports of the service provider to be submitted.
G	The bidder should have an average annual turnover of Rs. 1.00 Cr. during the last three financial years (2013-14, 2014-15, 2015-16). The annual report of the bidder to be submitted.
H	NABL accredited labs will get weightage during the evaluation

III. Format for submitting the Eligibility Criteria

	Years of Experience	
1	<p>Proven and demonstrable experience in processing clinical specimen for various tests in hematology/immuno assay/biochemistry/microbiology/Pathology during the last three financial years.</p> <p>Lab services :</p> <p>(a) Name of the tests performed (b) Lab area (in sq. feet) and lab lay out (c) No.of samples handled/day (d) List of equipment with brand name</p>	Details to be attached by the Bidder.
2.	<p>Turnover</p> <p>The service provider should have a turnover of <u>at least Rs 1.00 Crore</u> in the last three years.</p>	Audited annual Reports of the service provider.
3	Manpower details	<p>Profiles of</p> <ul style="list-style-type: none"> • Lab Technicians • Microbiologist • Biochemists • Pathologist

A pre bid meeting will be held with the interested service providers for discussion and clarification on the EOI on 8th September 2016; at HLL Corporate Head Office, Trivandrum.

Part A: Selection of service provider to establish & operate sample collection centers

Time schedule for pre bid meeting : 11:00 AM to 01:00 PM

Part B: Selection of service provider for providing laboratory testing service

Time schedule for pre bid meeting : 02:00 PM to 04:00 PM

The last date for submission of the EOI is 22nd September 2016; 3:00 P.M. The bids submitted after the stipulated time will not be considered for evaluation and shall be rejected.

I. SELECTION PROCESS

- The service providers Part A and Part B services shall be selected based on the evaluation of EOI submitted. The EOI will be evaluated based on the eligibility criteria to select the qualified service providers.
- HLL may invite bid/tender only from qualified parties based on the EOI evaluation.
- HLL may reject all proposals if they are found to be unresponsive or unsuitable if they represent major deficiencies in complying with the requirements.

II. DOCUMENTS TO BE SUBMITTED WITH EOI/BID

- Profile of the Organization
- Organization Structure
- Memorandum of Association/Articles of Association.
- Authenticated copy of the certificates of incorporation/registration of the organization
- Authenticated copy of annual accounts for the last three years
- Certificate from HR mentioning resources deployed on project
- Authorization letter in the company letterhead authorizing the person signing the bid for this EOI
- Work orders of the cited projects (Part A)
- Lab lay out/area (Part B)
- List of Lab equipment (Part B)
- Profile of technical staff (Part B)
- List of tests conducted by the service provider (Part B)

III. MODE OF SUBMISSION OF EXPRESSION OF INTEREST/BID

Documents in electronic form will not be accepted. The bidders may submit the EOI for Part A and Part B separately.

Documents to prove the eligibility criteria should be submitted in a sealed envelope marked '**ELIGIBILITY CRITERIA**' in the format provided with all relevant documents to prove the eligibility.

The documents eligibility criteria and other relevant documents may be submitted in a sealed envelope marked "**Expression of Interest for empanelling Service Providers for operation of collection centers and providing various locations in India by HLL**".

Note:

- 1) Conditional offers are liable for rejection.
- 2) The Bidders should give clause by clause compliance of EOI with references to supporting documents; otherwise the offers are liable for rejection.
- 3) The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
- 4) While the Expression of Interest 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 reliability of information contained herein, and shall incur no liability under any law, statute, 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.
- 5) Organizations are requested to keep the information and details strictly confidential. We are looking for your support and co-operation in getting fully responsive Expression of interest.
- 6) HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EOI and other expenses.

- 7) HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
- 8) The process of inviting EOI 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.
- 9) 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.
- 10) Any additions/amendments to this EOI shall be uploaded in HLL's website www.lifecarehll.com

Interested parties qualifying the following conditions may express their interest in writing with a brief on the proposed partnership to the following address along with relevant documents.

Associate Vice President
Healthcare Services Division
Registered & Corporate Head Office
HLL Lifecare Limited
HLL Bhavan, Poojappura
Thiruvananthapuram - 695012
Email: gkrishnakumar@lifecarehll.com
Ph: 0471-2354949
Website: www.lifecarehll.com

S. N	Name of Test	Whether test can be performed
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Hematology			
1	Complete blood Count	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
2	Platelet Count	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
3	Prothrombin Time test and INR	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
4	Hemoglobin Estimation (Hb)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
5	Total Leukocyte Count (TLC)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
6	Differential Leukocyte Count (DLC)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
7	MP (Slide Method)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
8	ESR	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
9	Clotting Time (CT)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
10	Blood Group (ABO-RH typing)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
11	Peripheral blood smear	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
12	Total Eosnophil count	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
13	Coombs test (Direct)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
14	Coombs test (indirect)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No

15	Malaria Parasite (slide method)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
Clinical Pathology			
1	Fluid (CSF,ascetic,pleural) cell	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
2	Semen Analysis sperm count	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
3	Urine Sugar / Albumin/LeucoyteEsterase	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
4	Urine Pregnancy test (UPT)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
5	Urine Routine	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
6	Urine Microscopy	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
7	Stool for routine micro & OVA & cyst	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
Bio Chemistry & Immuno Assay			
1	Blood sugar	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
2	S. Bilirubin (T)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
3	S. Bilirubin (D)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No

4	S. Creatine	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
5	Blood Urea	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
6	SGOT	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
7	SGPT	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
8	S.Alkaline Phosphatase	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
9	S.T.Protein	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
10	S. Albumin	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
11	Total Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
12	S. Triglycerides	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
13	S.VLDL	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
14	S.HDL	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No

15	S.Amylase	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
16	S.Calcium/Phosphorus	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
17	S.Sodium	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
18	S.LDH	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
19	S.Uric Acid	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
20	S.Potassium	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
21	S.Chloride	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
22	HbA1C	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
23	Ionic Calcium	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
24	CPKT	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
25	CPKMB	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
26	Testosterone	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
27	Progesterone (P4)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No

28	Hydroprogesterone (17-OPH)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
29	Prolactin	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
30	AMH	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
31	PSA (total and free)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
32	FSH	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
33	Estradiol	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
34	LH	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
Serology			
1	RPR Kit Test	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
2	HIV Test	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
3	Dengue (Rapid test)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
4	Malaria (Rapid test)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
5	HBsAg (Hepatitis Antigen) rapid test	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No

6	S.CRP	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
7	Rheumatoid Factor (RA)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
8	Anti Streptolysin - O (ASLO)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
9	Thyroid- TSH, T3,T4 (total and free)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
Microbiology			
1	Blood culture	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
2	Gram's staining	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
3	Cultures (anaerobic and aerobic)	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
4	Sputum for AFB	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
5	PCR	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
6	Antibiotic Sensitivity test	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
7	Cancer marker tests	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No

8	Tumor marker test	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
9	Electrophoresis test	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
10	Urine culture & identification	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
11	Sputum culture & identification	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
12	Pus culture & identification	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
13	Swab culture & identification	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
14	CSF culture & identification	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
15	Throat swab culture & identification	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
16	DENGUE VIRUS IgG ANTIBODIES	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
17	FUNGUS CULTURE, STAIN & IDENTIFICATION	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No

18	IgM, Ig A, Ig E detection	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
Pathology			
1	Histopathology	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
2	Cytology	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
3	Bone marrow aspiration	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
4	Semen Analysis	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
5	ABG+ Lactate	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
6	Electrophoresis	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
7	Pap Smear	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
8	TORCH	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No
	Any other tests required by HLL		