

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

14-02-2017

-NOTICE INVITING EXPRESSION OF INTEREST -

**EMPANELING THE SERVICE PROVIDERS
FOR SOFTWARE AS A SERVICE
(SAAS)FOR INTEGRATED LABORATORY
INFORMATION SYSTEM WITH REAL TIME
DASHBOARD AT VARIOUS LOCATIONS
IN INDIA**

FEBRUARY 2017

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 to establish the centers/services across India. This Expression of Interest (EOI) is invited for selection of partners/service providers for the following:

1. To provide software as a service in Laboratory Information system in the designated locations in each State. The detailed scope of services is defined in Part A of this EOI.
2. To provide real-time dashboard reflecting the data of the operations/transactions in the locations of the concerned Government of India /State Institutions.

Part A : Selection of service provider to provide software as service in Laboratory Information system in the designated locations

I. Scope of Work:

- i. To provide preprinted barcode for patient sample collection centers in the space identified/provided by HLL.
- ii. To register the patient on-site at the collection Centre by using mobile application, to be possible even when internet connectivity is lacking.
- iii. Automatic synchronization of the registration data as soon as the net connectivity is reinstated/when sample reaches the Lab from the collection center.
- iv. Off line functionality that allow people to keep working in the event that internet goes down. Once an internet connection is regained, all the data entered is to be synchronized to the corporate cloud. Eventually real-time Dashboard data also shall get updated.
- v. Customization of the software to meet the routine operational requirements and reporting required.
- vi. Software shall support multiple web browsers.
- vii. Interfacing with all the Laboratory equipments/analyzers to be possible with the software.
- viii. Billing to meet Cash or Credit transaction or a combination of these (Partial Cash-credit) to be made possible.
- ix. The software shall support the maintenance of Turnaround Time (TAT) in the Laboratory operations involving tests and result recording and Diagnostic Test result/ report generation.
- x. Software service provider shall provide a real-time Dashboard reflecting the data of the operations/transactions in the locations of the concerned Government of India /State Institutions.
- xi. Inventory module comprising of stock maintenance by minimum reorder level, Indent raising and Purchase order generation shall be made available. Option/ reports tracking the consumption also to be made available.
- xii. QC module and Calibration scenarios to be made available in the software.
- xiii. Maintenance and service support to be provided by the SAAS provider.
- xiv. Encrypted Cloud facility shall be made available with unlimited data storage facility.
- xv. HLL shall be given unrestricted Admin privilege to access the cloud as and when required.
- xvi. All Transactional Data shall be exported on a daily basis and provided to HLL's Data backup solution.
- xvii. In case of any adverse event or during closure of the tenure of the Project

- the SAAS provider shall provide an application platform to restore the backup data to be used /analyzed by HLL as and when required.
- xviii. SAAS provider shall support HLL in Data migration if and when required by HLL. IT support & service for downloading laboratory reports & printing to be provided.
 - xix. Printing and submitting the diagnostics report generated from the lab is needed.
 - xx. Providing the IT Solution and client systems for tracking all the transactions and maintaining required MIS.
 - xxi. Option to raise invoices to customer and track payment collection.
 - xxii. Providing MIS reports required as supporting documents.
 - xxiii. SAAS provider shall provide 24 X 7 hours' Customer service support to the HLL users.
 - xxiv. SAAS package provided shall be compatible to any browser.
 - xxv. SAAS provider shall ensure confidentiality of data of HLL.
 - xxvi. SMS and e-mail alert facility needed when results are ready.

II. Eligibility Criteria

a	Participant of EOI 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 lakhs 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 Participant of EOI should have been engaged in minimum 3 similar projects in healthcare software/Integrated LIS software projects of value above Rs. 30 lakhs involving services to Private/Govt. /PSU/equivalent institutions, during the last three financial years. Copy of contract agreement/work orders/ project completion certificates to be provided.
d	Participant of EOI shall provide a working Demo link to HLL showing a full cycle test operation in the system.
e	Net worth of the Participant of EOI 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.
f	Participant of EOI must have been engaged a total manpower strength of more than 100 resources (manpower) for software development and technical support. Work order copy to prove the experience in deploying more than 100 resources for a project.
g.	Participant of EOI shall produce satisfactory Installation Certificate & Project completion of software projects from 3 parties .

III. Format for Submitting Eligibility Criteria

1.1	Years of Experience	
1.2	Proven and demonstrable experience in executing and operating minimum 3 large healthcare-related software /LIS projects worth Rs.30 Lakhs of each during the last three financial years.	Details of each project to be attached by the Participant of EOI.
	1. Project Implemented:	
	(a) Name of the Project(s)	
	(b) Duration	
	(c) Project Value	
2	Turnover :	
	The service provider should have audited annual Reports of the turnover of at least Rs 50 Lakhs in the service provider.	Audited annual Reports of the service provider.
3	Manpower deployment of more than 100 resources	Work order copy to prove the experience in deploying more than 100 resources for a project
4	Satisfactory Installation Certificate from 3 clients	To be attached.

A pre bid meeting will be held with the interested service providers for discussion and clarification on the EOI on 21st February 2017; at HLL Corporate Head Office, Trivandrum.

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

I. SELECTION PROCESS

- The service providers for Software as a service will 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

- 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 this EOI
- Work orders of the cited projects.
- A Self-Declaration from the participant that all data and documents submitted are true and original.

III. MODE OF SUBMISSION OF EXPRESSION OF INTEREST/BID

Documents in electronic form will not be accepted. The participants may submit the EOI as hard copy.

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 Software as a service(SAAS) in various locations in India by HLL”**.

Note:

- 1) Conditional offers are liable for rejection.
- 2) The participant of EOI should give clause-by-clause compliance of EOI with references to supporting documents; otherwise, the offers are liable for rejection.
- 3) The participant of EOI 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 above conditions may express their interest in

writing with a brief on the proposed project solution 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: ajitn@lifecarehll.com
Ph: 0471-2354949 (extn : 224)
Website: www.lifecarehll.com

For details contact : hcsit@lifecarehll.com , girijamj@lifecarehll.com