

EMPANELING THE SERVICE PROVIDERS FOR LIAISONING WORK AT ASSAM

-NOTICE INVITING EXPRESSION OF INTEREST -

EoI No:HLL/CHO/HCS/ML/20177/01 Dt:31-01-2017

**HLL LIFECARE LIMITED
CORPORATE AND REGISTERED OFFICE
HLL BHAVAN, POOJAPPURA
THIRUVANANTHAPURAM -695 012
PH.NO:0471-2354949**

JANUARY 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. Already HLL is going to provide the services for NHM-Maharashtra in their free diagnostic initiatives. NHM-Assam also selected HLL as the service provider for their free medical laboratory diagnostic initiatives. For this particular project, HLL is in the lookout for partners to provide liaisoning services with the MoHFW of Government of Assam as well as with the Doctors working under MoHFW across Assam state.

Introduction

As the service provider HLL has to set up minimum 27 Labs across Assam. These Laboratory Centre (Hub) need to be set up in 27 locations for which the Govt will give space at the newly constructed diagnostic centres.

They have categorized the sample locations into three types namely District Hospitals, Community Health Centres and Primary Health centres.

The numbers of service locations are as follows:

Type of Institution	No. of Facilities from sample collections are required
DH	14
CHC	151
PHC	1014
Total	1179

They have listed out the tests for which they will send the patients from each category. As the service provider HLL has to collect the samples and has to safely transport the samples to the laboratory locations and has to carry out the investigations and need to issue the results to the concerned facilities.

NHM-Assam has specified the TAT (Turn Around Time) for the results. For Normal cases the TAT for all the investigations are given as 24 hours and during emergency the TAT will be considered as 3 hours.

Being the service provider HLL has to submit the invoices on monthly basis for which HLL performed the cashless services and after scrutiny NHM-Assam will release the payment to HLL subject to the conditioned indicated in the tender document.

Selection of service provider to Liaison with MoHFW of Government of Assam

I. Scope of Work:

- NHM-Assam has not given any assured sample volume for this project and hence the service provider has to Liaison with the District Surgeon, Medical Superintendent, Matron, RMO and other doctors to ensure that all the referred patients are being directed to HLL's Collection centre set up established in the respective healthcare facility.
- Presently the listed out number of laboratory testing parameters are as follows.
 - PHC-17 Tests
 - CHC-38 Tests
 - DH- 56 Tests

Liaisoning is essential when NHM is demanding for addition of test parameters.

- As per the NHM-Assam condition the TAT for all the parameters under normal conditions are 24 Hours only. Liaisoning is essential with the doctors of PHC, CHC & DH to know the criticality and accordingly HLL can perform the test and issue the results. This is of prime importance as HLL delay the specified TAT NHM-Assam will reduce the payment.
- After one month of operation HLL will submit the invoice to MoHFW, Government of Assam. But they will release the payment only after getting the utilisation certificate from individual healthcare facilities (1179 locations).
- Normally there is enormous delay in realizing the payments and hence constant follow up with MoHFW, Government of Assam is needed as per HLL's requirement.
- The liaisoning agent has to expedite the payment release process of MoHFW, Government of Assam with the co-ordination of HCS officials

II. Eligibility Criteria:

a.	The bidder should have satisfactorily completed/executed liaisoning /similar services or consultancy with at least one state government or any of the departments of Central government /Government agencies/Quasi-Government Institutes or with PSUs or with Corporates/Private firms during last three years. The bidder shall provide documentary proof for the same
b.	The bidder should have capabilities to provide the same services in the Eastern & North-Eastern India
c.	The Bidder should have minimum 3 offices at different districts of Assam
d.	The Bidder should have PAN card
e.	Service Tax registration Certificate

III. Format for Submitting Eligibility Criteria:

Years of Experience	
Proven and demonstrable experience in executing similar services in the last 3 years (Details of each project to be attached by the Bidder)	
PAN Card Details	
Service Tax Registration Certificate Details	

A pre bid meeting will be held with the interested service providers for discussion and clarification on the EOI on 6th February 2017; at HLL Corporate Head Office, Trivandrum.

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

The last date for submission of the EOI is 14th February 2017; 3:00 P.M.

The bids submitted after the stipulated time will not be considered for evaluation and shall be rejected.

Date and time of opening of the Eoi is 14th February 2017; 3:30 P.M.

iv. **Selection Process:**

- The service providers 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.

v. **Documents to be Submitted With Eoi / BID:**

- Eoi submission request
- Profile of the Organization
- Organization Structure
- Memorandum of Association/Articles of Association. (If applicable)
- Authenticated copy of the certificates of incorporation/registration of the organization (If Applicable)
- Documentary proof of track record for the past 3 years
- Copy of the PAN Card
- Copy of the Service Tax registration Certificate
- Authenticated copy of annual accounts for the last three years
- Authorization letter in the company letterhead authorizing the person signing the bid for this EOI
- Work orders of the cited projects if any

vi. **Mode of Submission of Expression of Interest / Bid**

Documents in electronic form will not be accepted. The bidders may submit the hardcopy of the EOI within the stipulated time.

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 EMPANELING THE SERVICE PROVIDERS FOR LIAISONING WORK AT ASSAM**".

General Conditions:

- 1) At any time, prior to the date of submission of Bids, HLL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify bid documents by amendments.
- 2) The amendments shall be notified in the website of HLL only and these amendments will be binding on the bidder
- 3) In order to afford prospective bidders a reasonable time to take the amendment in to account in preparing their bids, HLL may, at its discretion, extend the deadline for submission of the bid suitably.
- 4) Conditional offers are liable for rejection.
- 5) The Bidders should give clause by clause compliance of Eoi with references to supporting documents; otherwise the offers are liable for rejection.
- 6) The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
- 7) 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, 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.

- 8) 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.
- 9) HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their Eol and other expenses.
- 10) HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
- 11) The process of inviting Eol 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.
- 12) 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.
- 13) 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 partnership to the following address along with relevant documents.

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