

HLL/CHO/HCS/SP/LS/01

16-06-2017

-NOTICE INVITING EXPRESSION OF INTEREST -

**SELECTION OF STRATEGIC PARTNER
FOR BUSINESS DEVELOPMENT &
MAINTENANCE OF HLL'S DIAGNOSTIC
LABS**

JUNE 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 health care 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. The Healthcare Services Division (HCS) of HLL is planning to setup Diagnostic Services in various states across India. HLL has already established or in the process of establishment of lab network in the State of Maharashtra, Assam, Karnataka for state government projects.

HLL has established labs, equipped with necessary diagnostic equipment either on outright purchase or reagent rental model. The required manpower is already in position in the labs. The sample collection and delivering the sample to the labs is already in place.

Now HLL is exploring to develop the laboratory diagnostic business segment to attract more business by bring in patient samples from private hospitals/clinics. For this HLL is in lookout for a strategic partner to undertake the business development focusing on private business opportunities and maintain the labs which are under operation by HLL.

This Expression of Interest (EOI) is invited for selection of a Strategic partner for business development of laboratory service and maintaining the labs for state wide operations as per the quality standards of HLL in "Hindlabs" brand name.

The Strategic partner shall carry out the following:

a. Scope of Work

- Maintain the labs established & operated by HLL.
- Maintain the TAT (Turn Around Time) for all the tests for the samples delivered to the lab from different health facilities as per the list enclosed.
- Transportation of samples from the small scale labs to main labs and main labs to regional labs /reference lab for the specials tests.
- Maintain the stock/inventory.
- Manage the barcode stickers for all the labs and collection centers
- Maintain the quality standards followed and implemented by HLL.
- Follow the SOP's implemented by HLL for laboratory service
- Manage the reagent rental expense/cost for testing equipment
- Any other operational and recurring expenses for the labs.
- Day to day coordination with all stakeholders.
- Business development of laboratory service by making strategic tie up for private sample in all districts, organizing medical camps, corporate health check up schemes etc.

b. Minimum Eligibility Criteria

a.	Bidder should be a company registered under the Companies Act and should have been incorporated for minimum 10 years as on date of bid submission
b.	Average Annual Turnover of Rs100 Crores or above during the last 3 financial years (i.e.2013-14, 2014-15 and 2015-16). Audited Balance sheet or CA certificate for Turnover should be submitted.
c.	The bidder should have positive net worth as on 31 st March 2017. CA certificate mentioning the same should be submitted
d.	The Bidder should have been engaged in minimum 3 large projects of value above Rs. 30 Crores involving services to Govt./PSU, during the last three financial years. Work Order or completion certificate mentioning the value of project should be submitted
e.	The bidder should have been engaged in implementing at least one project involving statewide implementation at more than 100 locations across the state. Work Order or completion certificate mentioning the value of project should be submitted
f.	Bidder must have been engaged in a project involving manpower deployment of more than 1000 resources Work Order or completion certificate mentioning the value of project should be

	submitted
g.	Bidder should be certified for SEI CMMI Level 3 for Services SEI CMMI – SVC Level 3 certificate valid as on date of bid Submission shall be submitted and the certificate shall be valid for the period of contract that would be awarded by HLL.
h.	Bidder should not be blacklisted by Central Govt./ any State or UT Govt./ PSU in India as on date of submission of EOI proposal. Declaration mentioning that the bidder is not blacklisted shall be submitted

All the documents as mentioned above should be submitted with signature and seal as part of EOI.

The last date for submission of the EOI is 30th June 2017; 3:00 P.M. The bids submitted after the stipulated time shall not be considered for evaluation and shall be rejected.

c. Selection Process

- The strategic partner shall be shortlisted based on the evaluation of EOI submitted; The EOI shall be evaluated based on the eligibility criteria mentioned.
- HLL shall issue the financial bid to the technically qualified parties only based on the EOI evaluation.
- The financial bid shall be evaluated based on the lowest percentage offered by the party for managing the activities in the laboratories to maintain the Turn Around Time for all the tests.
- HLL may reject all proposals if they are found to be unresponsive or unsuitable if they represent major deficiencies in complying with the requirements.
- The selected strategic partner shall commence the services within 7 days of issue of LOI by HLL.

d. Documents to be submitted to HLL

- 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
- Order copy in executing & operation management of Government projects

- Decision taken by the Board /authorized committee of the organization to submit the EOI published by HLL.
- Notarized undertaking /declaration issued on behalf of the strategic partner by the Director /Official authorized by the Board to the effect that the Strategic partner will :
 - (i) Provide service for the contract period stipulated by HLL Or until terminated earlier by HLL.
 - (ii) Pay compensation as claimed by HLL in the event of the strategic partner failing to provide services for the stipulated period.

e. Earnest Money Deposit (EMD) and Performance Bank Guarantee

- EMD: All parties shall Submit an EMD of Rs. 20, 00,000 as bank guarantee along with the EOI
- The selected party shall submit the Performance Bank Guarantee of Rs.8.0 Cr at the time acceptance of work order.

f. Mode of submission of Expression of Interest

Documents in electronic form will not be accepted.

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 selection of strategic partners for business development & maintenance of HLL's labs**".

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 strategic partner shall indemnify HLL from any penalty/legal issues arising out of maintenance of the labs.

- 4) The strategic partner shall indemnify HLL from the penalty arising out of failure in maintaining the TAT for the testing & reporting.
- 5) The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
- 6) 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.
- 7) 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.
- 8) HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EOI and other expenses.
- 9) HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
- 10) 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.
- 11) 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.
- 12) 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
Ph: 0471-2354949 ; Website: www.lifecarehll.com