

**NOTICE INVITING**  
**EXPRESSION OF INTEREST**

**SELECTION OF STRATEGIC PARTNER FOR BUSINESS  
DEVELOPMENT IN**

**MEDICAL IMAGING SERVICES, DIALYSIS CENTRE**

**MEDICAL LABORATORY SERVICES,**

**WELLNESS CENTRE / POLYCLINIC FACILITIES,**

**HEALTHCARE SCREENING &**

**OTHER SPECIALISED FACILITIES**

**AT VARIOUS LOCATIONS IN INDIA & ABROAD**

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November 2017

## **NOTICE INVITING EXPRESSION OF INTEREST**

Invitation of “Expression of Interest (EOI) for selection of strategic partner for strategic partner for business development in medical imaging services, dialysis centre medical laboratory services, wellness centre / polyclinic facilities, healthcare screening & other specialised facilities at various locations in India & abroad.

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 and healthcare 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 Service facilities, Healthcare Screening Facilities & other Specialised Therapeutic Facilities in various states across India. We have installed five 1.5 Tesla MRI scanners in 5 Government Medical colleges in Kerala and all the five are operated by us in partnership with Government of Kerala. Presently are having presences in New Delhi, Haryana, Karnataka, Kerala, Tamil Nadu, Chhattisgarh, Maharashtra, Assam, West Bengal & Uttar Pradesh.

The Healthcare services division is inviting Eoi from eligible applicants as Business Associates for setting up, operate and maintain Medical Diagnostic (Imaging), Medical Diagnostic (Laboratory), Wellness Centres/ Polyclinic Facilities for HLL in various parts of India & abroad. Also Eoi is inviting from eligible applicants as HLL’s Business Associates for conducting Medical Check-up Camps/ Healthcare Screening across India and aboard.

The Healthcare Services Division has numerous projects in hand and intends to explore the possibility to have business associates for upcoming projects. This Expression of Interest (EOI) and bid is invited for selection of a Strategic partner for business development of Health Care and Diagnostic service and maintaining the Centers for nationwide operations as per the quality standards of HLL in “Hindlabs” brand name.

Sl.No	Business Segment	Facilities offered
1	Medical Imaging Services	a. PET Scan b. MRI Scan c. CT Scan d. PET-CT e. Gamma Camera /SPECT f. Digital X Ray /DR/CR g. USG Scan h. DEXA/BMD i. Mammography j. Echocardiography k. Tele Radiology
2	Medical Laboratory Services	a. Clinical Pathology b. Biochemistry c. Serology d. Haematology e. Immunology f. Microbiology g. Cytopathology h. Histopathology i. Molecular Diagnostics
3	Specialised facilities	a. Dialysis Centre b. Linear Accelerator c. Cath lab d. Audiology Lab e. Physiotherapy / Occupational Therapy Centre f. Sleep Lab g. ECG/EMG/TMT/PFT/EEG
4	Wellness centre & polyclinic facility	a. Specialty Doctor Consultation b. Diagnostic Testing Facility c. In house pharmacy
5	Healthcare Screening	a. Employee Health Check-up b. Screening for NCD c. Medical Check-up Camps d. School Health Screening f. Any type of Screening in Health Sector including Mother & Child

**\*\*\*Selection of business segment and facilities offered at each unit shall be decided based on market potential and requirement of from HLL.**

## 2. Eligibility

- 2.1 For Business segment 1 to 4, the Parties who submit the EoI (Herein after referred as Parties) must have minimum 2 years of relevant business experience of Medical Diagnostic Services (Imaging or Laboratory)/ Hospital Facility or combination of any of the listed facilities/of Establishing & Managing any of the listed specialty facilities.
- 2.2. The Original Equipment Manufacturer (OEM) can also bid for their relevant core segment.
- 2.3. Quality Certification from NABH-MIS for the Medical Imaging Units / Quality Certification from NABL for the Medical Laboratory Units are preferred. NABH accreditation for Polyclinic - Wellness Centres is desirable. OEM's should have ISO 9001:2008 certification.
- 2.4. For Business Segment 5, the Parties who submit EoI must have minimum experience of conducting Medical Check-up camps/screening for a period of 2 years. Full- fledged Medical Diagnostic Chains in the national and regional levels having experience in doing comprehensive Health Check-up are also eligible.
- 2.5. Turnover of the parties submitting EOI for Medical Diagnostic Imaging Centre, Medical Diagnostic Laboratory, Health Screening, Wellness Centre & Polyclinic or combination of any of the listed facilities shall be Minimum Rs. 5 Crores in the Financial Year 2016-17.  
  
The Turn over certificate duly certified by a Chartered Accountant shall be submitted as proof of the above.
- 2.6. The Net Worth of the party shall be positive in the last 3 financial years. Balance sheet and P & L Account duly certified by a Chartered Accountant for the last 3 financial year shall be submitted along with the EOI as a proof for positive net-worth.
- 2.7. The Parties should have business presence preferably in more than two states.
- 2.8. The parties shall not have any criminal record or should not have been convicted by any court of law in India or abroad. Parties shall give a declaration to this effect.
- 2.9. The parties should have Medical Laboratory facilities with minimum sample load of 200 samples/day

- 2.10. The Parties should have efficient communication and logistic system for sample collection across the labs if they intended for Medical Laboratory Services.
- 2.11. The Parties should have multiple Imaging Facilities (any two modalities) like Ultrasound, CT Scan, MRI Scan, X-ray, Gamma Camera, PET Scan, BMD etc if they intended for Medical Imaging Services.
- 2.12. Original Equipment Manufacturer (OEM) of medical equipments or an agency having relevant experience in running medical diagnostic/clinical facility can also submit Eol.
- 2.13. The parties submitting Eol should be ready to extend long term support to meet requirements of customers.
- 2.14. Eligible parties can submit Eol for multiple business categories according to their competence.

### 3. SCOPE OF SERVICES:

The strategic partner shall provide the following service:

- 3.1. Establish the ready to use facility as per the requirement of HLL.
- 3.2. Maintain the quality standards followed and implemented by HLL.
- 3.3. Follow the SOP's implemented by HLL
- 3.4. Meet the operational and recurring expenses for the facility.
- 3.5. Day to day coordination with all stakeholders.
- 3.6. Business development of Diagnostic service by making strategic tie up for private business in all districts, organizing medical camps, corporate health check-up schemes etc.
- 3.7. Provide adequate technical manpower and machinery to do the health check-up Camps / Medical Screening as per HLL's demand

#### **4. SELECTION PROCESS**

- 4.1. Depending on the requirement of the client/ state government/ central government the business model will be finalised.
- 4.2. The service providers shall be shortlisted/ empanelled based on the evaluation of EOI submitted. The EOI will be evaluated based on the eligibility criteria to select the qualified service providers.
- 4.2. HLL may invite bid/tender only from shortlisted/ empanelled parties based on the EOI evaluation.
- 4.3. HLL may reject proposals if they are found to be unresponsive to the requirements.

#### **5. OTHER CONDITIONS:**

- 5.1 Depending on the Diagnostic Requirement of HLL, separate financial quotes will be invited from eligible empanelled Strategic Partner based on the diagnostic facility requirement.
- 5.2 Along with the financial bid request HLL will specify certain business model acceptable to HLL.
- 5.3 At the time of submission of financial quote, Strategic Partner can quote separately for their interested locations and can choose their suitable business model.
- 5.4 Strategic Partner can also suggest alternate models in addition to the quotes for the aforesaid models, the suggested model shall be evaluated and considered on a later stage if found feasible.
- 5.5 The decision to choose any particular model for a particular Facility and location will rest with HLL.
- 5.6 Strategic Partner shall make independent assessment of patient loads/business at all the locations where they are interested and the financial quotes shall be based on the same. The assumptions adopted behind the quotes may also be made available to HLL for the purpose of evaluation of quotes.

## 6. GENERAL

- 6.1. The deadline for submission of the EOI bid is 16:00Hrs. (IST) on 6<sup>th</sup> of December 2017. Expression of Interest shall be submitted in three copies in sealed envelope clearly super scribing on top of envelope “EXPRESSION OF INTEREST (EOI) FOR SELECTION OF STRATEGIC PARTNER FOR BUSINESS DEVELOPMENT IN MEDICAL IMAGING SERVICES, DIALYSIS CENTRE MEDICAL LABORATORY SERVICES, WELLNESS CENTRE / POLYCLINIC FACILITIES, HEALTHCARE SCREENING & OTHER SPECALISED FACILITIES AT VARIOUS LOCATIONS IN INDIA & ABROAD”.
- 6.2. Separate tender mentioning the various techno-commercial terms for all the business segments will be invited from the qualified parties among the same EOI.
- 6.3. While the EOI responses may contain indicative commercially relevant information, it will not be construed to be a commercial bid.
- 6.4. The company is open to innovative business models to enhance the efficiency and quality services in the healthcare services Industry through alliance with Strategic Partners. Once the EOI’s are received, HLL will evaluate and finalize the most suitable model for its participation in these growth business segments.
- 6.5. Eoi submitted for each business segment may not to exceed Ten (10) pages - The submission may be organized in one document with each page marked with the title of submission and the name of the parties. A summary may be separately attached. Each response should contain following minimum information:
  - Background about the Parties.
  - The Core Competencies/ Core Area of working of the Organizations.
  - Experience in India, and/or other key markets.
  - Scope of Work and Detailed execution methodology envisaged by organizations.
  - The Business Models which the organization proposes to partner with HLL for each facility.
  - Evidence of previous proven track record in management and execution/Operation of Dialysis Projects/ Medical Laboratory Facility/ Medical Imaging Facility/Polyclinic etc

- 6.6. 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.
- 6.7. 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.
- 6.8. HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EOI and other expenses.
- 6.9. HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
- 6.10. 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.
- 6.11. 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.
- 6.12. Conflict of Interest.  

The selected Strategic Partners 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.
- 6.13. HLL reserves the right to negotiate with one or more applicant.
- 6.14. HLL reserves the right to engage more than one Strategic Partners for the same state/client



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.

**Senior Vice President (HCS)  
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