



NOTICE INVITING
EXPRESSION OF INTEREST

FOR SELECTION OF BUSINESS ASSOCIATE IN
NEURODIAGNOSTIC SERVICES
ATHINDLABS HLL LIFECARE LIMITED, THIRUVANANTHAPURAM,
KERALA, INDIA.

6th August 2018

HLL Lifecare Limited
HLL Bhavan, Poojappura
Thiruvananthapuram-695012
Kerala,
India

HLL/CHO/HCS/ ML/2018-19/04 EOI dated 06-09-2018

Date of opening Notice Inviting EOI	06-09-2018 10.00 Hrs.
Last date for submission of the application	27-09-2018 15.00 Hrs.
Date & Time of Opening Eoi	27-09-2018 16.00 Hrs.
Venue of opening Eoi	Application submission Address
EOI Application Money	NIL
Earnest Money Deposit (EMD)	NIL
Scrutiny and selection of applicants, Opening of Price Bid & Issue of Letter of Intent etc.	Will be notified separately
Address for submission of Applications	Associate Vice President (Marketing), HLL Lifecare Limited, Corporate Head Office, HLL Bhavan, Poojappura, Trivandrum 695012 Ph.: 0471-2354949 Email:sdhcsouth@lifecarehll.com

NOTICE INVITING EXPRESSION OF INTEREST

Invitation of “Expression of Interest (EOI) for selection of Business Associate of Neuro-diagnostic Services at HINDLABS, HLL LIFECARE LIMITED at Thiruvananthapuram, Kerala, India.

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 Associate for setting up, operate and maintain Neuro diagnostic services at its premise at Thiruvananthapuram, Kerala, India. The proposed bidder shall provide the following (but not limited to) services at HLL premise located at Thiruvananthapuram, Kerala, India.

Neuro Diagnostic services: Facilities to be offered.

1. EEG - Electroencephalogram
2. EEG with photic stimulation
3. 24 Hour EEG
4. EMG - Electromyography
5. Nerve Conduction
6. SNAP - Sensory Nerve Action potential
7. NCV - Nerve conduction velocity
8. VEP - Visual Evoked Potential
9. MNCV- Motor Nerve Conduction Velocity
10. Other Neuro-diagnostic services which arises from time to time.

2. Eligibility

2.1 The Parties who submit the EoI (Herein after referred as Parties) must have minimum 3 years of working experience in diagnostic industry/relevant business experience in operating diagnostic facilities preferable Neuro diagnostic units/ clinics/ Hospitals.

2.2 The party; if is an Individual, must be a qualified neuro-technician with a minimal qualification of:

a. Diploma or Degree in EEG from a Ministry of Human Resource Development, Government of India Recognized Institute with minimum 3 years of experience in neuro diagnostic area.

The party shall submit the relevant self-attested certificate to prove the specified qualification.

If the party is a firm/proprietorship/company, or any other organization, then the party should give an undertaking to appoint a person who is a qualified neuro-technician as specified in point number 2.2 above

2.3. 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.

2.4. The parties submitting EoI should be ready to extend long term support to meet requirements of customers.

3. SCOPE OF SERVICES:

The Business Associate shall provide the following service:

3.1. Establish the ready to use neuro-diagnostic lab in the allotted space in HLL Lab in Thiruvananthapuram, Kerala, India.

3.2. The machines to be installed at the proposed service area shall be, but not limited to the following: Digital EEG machine, digital EMG machine, patient bed and other required accessories

3.3. The procedures which should be carried out will be, but not limited to as below-

1. EEG - Electroencephalogram
2. EEG with photic stimulation
3. 24 Hour EEG
4. EMG - Electromyography
5. Nerve Conduction
6. SNAP - Sensory Nerve Action potential
7. NCV - Nerve conduction velocity
8. VEP - Visual Evoked Potential
9. MNCV- Motor Nerve Conduction Velocity
10. Other Neuro-diagnostic services which arises from time to time.

- 3.4. The neuro-diagnostic services lab should operate a minimum of 8 hours per day for 6 days a week
- 3.5. It should be operated by a qualified neuro-technician with a minimal qualification as mentioned in point number 2.2 above
- 3.6. The billing will be carried out by HLL.
- 3.7. The common facilities like reception, housekeeping etc. shall be provided by HLL
- 3.8. Maintain the quality standards followed and implemented by HLL.
- 3.9. Follow the SOP's implemented by HLL
- 3.10. Meet the operational and recurring expenses for the facility.
- 3.11. Day to day coordination with all stakeholders.

4. SELECTION PROCESS

- 4.1. 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 financial bid/tender only from technically qualified parties After evaluating the EOI.
- 4.3. HLL may reject proposals if they are found to be unresponsive to the requirements.

5. OTHER CONDITIONS:

- 5.1. Along with the financial bid request, HLL may specify certain business model.
- 5.2. At the time of submission of financial quote, Business associate can quote separately for their interested business model.
- 5.3. Business associate 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.
- 5.4. The decision to choose any particular model for a particular Facility and location will rest with HLL.
- 5.5. Business Associate 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 27th September 2018. 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 BUSINESS ASSOCIATE IN NEURO DIAGNOSTIC SERVICES, AT HINDLABS, HLL LIFECARE LIMITED THIRUVANANTHAPURAM, KERALA, INDIA”.

- 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 Business Associates. 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 may not 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, if deemed helpful. Each response should contain following minimum information:
 - Background about the Parties.
 - The Core Competencies/ Core Area of working of the Organizations/Individual.
 - Details about the education qualification and experience.
 - Experience in India, and/or other key markets.
 - Scope of Work and Detailed execution methodology envisaged by organizations.
 - Evidence of previous proven track record of similar experience in running Neuro diagnostic Lab.
- 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/Individuals 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 Business Associates 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 Business Associate 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 Business Associates for the same centre/state/client

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 (Marketing)
HLL Lifecare Limited
HLL Bhavan, Poojappura
Thiruvananthapuram-695012
Kerala,
India

- 15. Earnest Money Deposit (EMD) and Security Deposit:** EMD is Not Applicable for participating in this EOI. However, the successful bidder shall submit an amount of Rs. 50,000 (Rupees fifty thousand only) in the form of DD or Bank guarantee from a nationalized bank in favor of HLL Lifecare Limited within 7 days from the date of notice of award of the contract. The successful bidder shall enter into an agreement with HLL with 15 days from the date of award of contract. The details of the security deposit will be mentioned in the agreement, for which the successful bidder has to ensure that the security deposit reaches HLL office within 7 days from the date of issuance of the notice of award as mentioned above. The security deposit will be returned to the respective bidder within 90 days (after considering dues to HLL if any) after the expiry of the contract and handing over the premise to HLL.

16. Contract agreement-

HLL and the Business Associate shall sign a contract agreement prior to the setting up and operations of the center. The same shall detail the terms and conditions, under which the successful bidder shall conduct the business. The validity of the contract shall be for 5 years. The performance of the business associate will be reviewed annually and the agreement will be further extended if the performance is found satisfactory.

17. Penalties, Exit & Termination:

In the event of violation of the terms and conditions of the agreement, subject to the gravity of such violations, HLL reserves the right to impose a penalty as deemed fit on the Business Associate like forfeiting the security deposit , fully or in part. If there are repeated instance of violations, then the same shall amount to the termination of the agreement.

HLL shall have the right to exercise exit of this Contract agreement, without assigning any reason, at any point of time, through a due notice of 3 months, by paying the book value of the initial capital investment made by the Business Associate on the centre, for which the book value calculation methodology shall be as per the relevant accounting standards.

HLL reserves the right to terminate this contract under due notice, in case of any violation of the terms and conditions of the contract by the Business Associate. In such an event, HLL would take possession of the center and the Business Associate shall not have any claim whatsoever on HLL. The paid up stocks belonging to the BA should be cleared from the centre before the termination date.

18. Documents to be submitted

The Applicant should submit the following documents in hard copies in sealed envelope super scribed “**HLL/CHO/HCS/ ML/2018-19/ EOI 04 FOR SELECTION OF BUSINESS ASSOCIATE IN NEURODIAGNOSTIC SERVICES AT HINDLABS, HLL LIFECARE LIMITED, THIRUVANANTHAPURAM, KERALA, INDIA dated 06-09-2018**” while submission of application:

Complete Profile of the Prospective Business Associate, as detailed below shall be furnished.

1. Copies of Certificates establishing Eligibility criteria, Registration of the firm (if applicable), Educational qualifications of the promoter
2. Financial status of firms: Audited balance sheet and Income statement duly signed by the statutory auditors and the authorized signatories in case of firms/companies.

3. PAN / Aadhar details of the bidder.
4. Certified copies of documents submitted, as above, must be duly signed with seal

19. Dispute Resolution:

Arbitration:

In case of any dispute or differences arising out of this Tender, then the same shall be settled amicably between the parties. If such dispute or differences does not get resolved within 30 days from the date of commencement of such discussion, then the same shall be referred to a Sole Arbitrator under the provisions of the Arbitration & Conciliation Act, 1996. Venue of such arbitration shall be Thiruvananthapuram. Proceedings of the Arbitration shall be in English and the Award of the Sole Arbitrator shall be final and binding upon the Parties.

Jurisdiction:

Subject to the Arbitration clause mentioned herein above any dispute arising out of this Tender shall fall under the exclusive jurisdiction of the Courts at Thiruvananthapuram.

20. FORCE MAJEURE

If, at any time, during the continuance of this Contract agreement, the performance in whole or in part by either party of any obligation under this Contract agreement is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this Contract agreement nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the Contract agreement shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the HLL as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this Contract agreement is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the Contract agreement. Provided, also that if the Contract agreement is terminated under this clause, the HLL shall be at liberty to take over from the Business Associate at a price to be fixed by the HLL, which shall be final, all unused, undamaged and acceptable materials, bought out components etc. which may be in possession of the business associate at the time of such termination or such portion thereof as HLL may deem fit, except such materials, bought out components and stores as the business associate may wish to retain with the concurrence of the HLL elect to retain.