

Notice Inviting Expression of Interest

For

Empanelling the Service Providers for Logistics & Sample Collection Work at Assam for Medical Diagnostic Project

EoI No:HLL/CHO/HCS/ML/20177/02 Dt:17-02-2017

Corporate and Regd. Office:
HLL Bhavan, Poojappura,
Thiruvananthapuram - 695 012
Kerala, India.
Ph: 0471-2354949

February 2017

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EOI No : HLL/CHO/HCS/ML/20177/02 Dt:17-02-2017

TENDER PUBLISHING DATE : 17-02-2017

LAST DATE AND TIME FOR
RECEIPT OF BID : 06.03.2017, 15.00 HRS

TIME AND DATE OF OPENING
OF THE BID : 06.03.2017, 16.00 HRS

PLACE OF OPENING OF BID : HLL LIFECARE LIMITED
HLL BHAVAN,
POOJAPPURA
TRIVANDRUM, KERALA- 695012
PHONE NO – 0471 2354949

ADDRESS FOR
COMMUNICATION : ASSOCIATE VICE PRESIDENT
MARKETING & HCS
HLL LIFECARE LIMITED
HLL BHAVAN,
POOJAPPURA
TRIVANDRUM, KERALA- 695012
PHONE NO – 0471 2354949

EMAIL ID : hindlabs@lifecarehll.com

HLL LIFECARE LTD
(A GOVT. OF INDIA ENTERPRISE)

INVITATION TO EXPRESSION OF INTEREST (EOI)

M/s. HLL Lifecare Ltd invites EOI for Empanelling the Service Providers for Logistics and Sample Collection Work at Assam.

1. **COMPANY BACKGROUND**

HLL Lifecare Limited (HLL), a Government of India “Mini Ratna” Public Sector Enterprise, under the Ministry of Health and Family Welfare, Government of India. Over the years, HLL has grown to serve many new areas in the field of healthcare in India in addition to manufacturing of contraceptives, and medical products.

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.

Healthcare Services Division

The Healthcare Service Division (HCS) of HLL is setting up and operating High-end path lab facilities and imaging centres across the country partnering with various State Governments and Central Government Institutions. The purpose of this division is to make available the high end path lab diagnostic facilities and imaging facilities to poor and needy patients at a much affordable rates. At present, HCS division of HLL has its presence in seven states.

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 their service provider for the free medical laboratory diagnostic initiatives. For this particular project, HLL is in the lookout for partners for sample collection from all these healthcare facilities at Assam and its Logistics Work to the Laboratories across Assam.

The contract validity will be for Five years from the date of signing of contract.

Introduction

As the service provider HLL has to set up minimum 27 Labs across Assam, for which the Govt will give space to HLL for setting up the lab. HLL will set up the facilities at its own cost. Depending on the terrain of Assam and the distances between the healthcare facilities and the Laboratory locations, in future HLL may set up few more labs

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

Right now 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

If the state H&FW department is adding more facilities during the contract period, then that also need to be covered by the logistic and the sample collection partners.

The bidder who is willing to provide the sample collection service need to ensure that the collection of batches of all samples will be done once daily from PHC, CHC and twice daily from DH. If there is any emergency, then the samples need to be collected on call basis for the DH category.

NHM have listed out the tests for which they will send the patients from each category. 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.

Once the bidder is finalised for sample collection, then they have to depute adequately qualified and experienced manpower to do the phlebotomy carefully. The phlebotomist recruited by the bidder has to perform all the pre-analytical precautions to ensure safe transport of the samples to the allotted labs.

If there is any sort of failure in the sample collection like inadequate sample, improper collection technique etc, then there will be penalty to the service provider, as HLL will have to redo the procedure and the corresponding payment to HLL will be deducted by NHM-Assam. Under the above circumstances HLL will not pay for the inadequate and improper sample collection and for every repeat sample collection due to the above mentioned reasons, 25% of the due payment for that collection will be deducted from the service provider.

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 conditions indicated in the tender document. If there is any delay in releasing the results as per the TAT, the payment will be deducted. Hence if the logistic provider is delaying in transporting the samples to the lab for 1-2 hours, then they will be penalised at 25% of their payment for that particular number of samples will be deducted. If the delay is for more than 6 hours, the total payment towards the transportation charges will be deducted. Once

HLL implement this project, then according to the experience HLL will further streamline the penalty clause with regard to Delay in TAT.

2. **GENERAL SCOPE:**

The scope of work is as under:

A) **Logistics & Sample Transportation:**

- The service provider have to provide the Phlebotomy and logistic system for sample transportation.
- Collection of batches of all samples once daily from PHCs, CHCs & twice daily at DHs.
- Transportation of samples to the assigned Labs within 2-3 hrs of collection with proper identification
- Transportation of the samples has to be carried out as per NABL standards to ensure zero percentage of pre-analytical errors.
- Ensure safe transport of samples from each of the healthcare facilities to the nearest assigned labs of HLL
- The service provider shall collect the patient samples from the listed centers in each category and transported to the testing lab identified by HLL within 2-3 hrs and the lab reports shall be handed over to the centers.
- The service provider will be penalized in cases of increased TAT and if the delay is 1-2hour then 25% of the payment per sample shall be deducted.

- Service provider shall declare all logistic capability, number of people deployed for logistics, mode of transport, Standard Operating Procedures (SOP's), for sample collection, transport storage and preservation of the sample from the collection point to laboratory.

B) Sample collection (Phlebotomy) and Primary Processing:

- Ensure safe withdrawal of the samples (Phlebotomy) as per the requisition from the referring doctors from each healthcare facilities.
- Ensure the correct method of collection of samples in the appropriate tubes
- Ensure to do the necessary pre analytical sample processing required for the safe transport of the samples to the allotted laboratories.
- Hand over the samples and the requisition forms or any other documents designed by HLL at the HLL facilities.
- Centrifuge and storage of samples in the collection center and disposal of bio-medical waste generated as per BMW rules of the state.
- Undertake the point of care in-vitro diagnostic tests using kits.(If required)
- Printing and submitting the diagnostics report generated from the lab.

3. **ELIGIBILITY/ QUALIFICATION CRITERIA:**

For both Part-A & Part-B, bidders shall enclose as part of its Bid, relevant details and documents establishing its eligibility and qualification to perform the contract.

- The bidder should have satisfactorily completed/executed logistics services 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.

- The bidder should have capabilities to provide the services in the Eastern & North-Eastern States of India
- The Bidder should have an office in any of the district of Assam

Apart from the above criteria the below mentioned eligibility conditions are also applicable for the bidders who are participating for the Part-B.

- Bidder should have experience in the relevant field of Medical Laboratory
- The bidder should have capabilities to provide adequate technical manpower

4. OTHER DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID:

- Signed copy of EoI Document (all pages of Bid documents to be **signed & stamped**) by the Bidder as token of acceptance of the Terms & Conditions.
- Duly filled and signed bid form as per the format given in Annexure Power of attorney duly notarized to sign the bid document
- Copy of Service Tax certificate
- Copy of PAN Card / Exemption certificate from Income Tax Department
- Details of Bidder's firm including number of staff, turnover and years in business etc.
- Brief about relevant similar past projects handled and past experience there on.
- ITRs for last three years duly certified by Chartered Accountant.
- Certificate of incorporation / Memorandum Of Association and Articles Of Association
- Brief about the mode of operation planned for this project
- Copies of documents in proof of eligibility

5. GENERAL INSTRUCTIONS TO BIDDERS:

- Prospective Bidders may seek any clarification by mail on or before 5.00 PM on 03-03-2017
- Bidders shall ensure that their tenders are complete in all respects and are received at the office of **Associate Vice President, Marketing & Healthcare Service Division, HLL Lifecare Ltd, HLL Bhavan, Poojappura, Trivandrum – 695 012** on or before the closing date and time as indicated in the Notice Inviting Expression of Interest, failing which the tenders will be treated as late and rejected.
- Bidders can participate for either of part-A /Part-B or both together.
- 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.
- The amendments shall be notified in the website of HLL only and these amendments will be binding on the bidder
- 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.
- Conditional offers are liable for rejection.
- The Bidders should give clause by clause compliance of EoI with references to supporting documents; otherwise the offers are liable for rejection.
- The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
- 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.

- 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.
- HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EoI and other expenses.
- HLL reserves the right to reject any or all the Expressions of Interest without assigning any reasons thereof.
- HLL reserves the right to select separate service providers for Part-A and Part-B or a single bidder for both the services.
- 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.
- 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.
- 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.

Associate Vice President
Marketing & HCS
Registered & Corporate Head Office
HLL Lifecare Limited
HLL Bhavan, Poojappura
Thiruvananthapuram – 695012
Ph: 0471-2354949
Website: www.lifecarehll.com

6. **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’ with all relevant documents to prove the eligibility superscripted with “*Expression of Interest for Empanelling as the Service Providers for Logistics and Sample Collection Work at Assam for Medical Diagnostic Project (Part-A/Part-B/ Both Part-A & Part-B)*”.

7. **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. Those who successfully qualify will be empanelled.
- HLL may invite financial bid only from qualified parties based on the EOI evaluation.

- HLL will award the contract to the L1 bidder from the empanelled bidders.
- HLL may reject all proposals if they are found to be unresponsive or unsuitable if they represent major deficiencies in complying with the requirements.
- HLL is having the right to select two separate parties for the services of Part-A& Part-B or can assign the work to a single bidder.

8. ETHICAL STANDARD:

Bidders are expected to observe the highest standard of ethics during the execution of this Contract. In pursuit of this policy, HLL will reject a proposal for award if it determines that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract. For the purposes of this provision, the terms set forth below are defined as follows:

- Corrupt practice: means the offering, giving, receiving, or soliciting of anything of value to influence the action in the process or in Contract execution; and
- Fraudulent practice: means a misrepresentation of facts in order to influence procurement process including collusive practices designed to establish bid prices at artificial, non-competitive levels to deprive HLL of the benefits of competition.

9. AWARD OF CONTRACT:

- Successful bidder must sign the agreement with HLL within 2 weeks from the date of Notification of Award.
- Contract will be initially valid for a period of 60 months from the date of Notification of Award and the same can be extended after reviewing the performance.

10. ARBITRATION:

All disputes and differences, whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of this contract or breach thereof shall be settled at Trivandrum, Kerala (India) in accordance with the Indian Arbitration Act-1996. The CMD of HLL or his authorized representative will be the sole Arbitrator in case of dispute. The award in pursuance thereof shall be binding on all parties. The arbitrator shall give reasoned award.

**ANNEXURE
BID FORM**

Date _____

To

**Associate Vice President
Marketing & HCS
HLL Lifecare Limited
HLL Bhavan, Poojappura,
Thiruvananthapuram - 695 012
Kerala, India.**

Ref. Your EOI. HLL/CHO/HCS/ML/20177/02 Dt:17-02-2017

We, the undersigned have examined the above-mentioned EOI, including amendment/corrigendum No.

_____, dated _____ (if any), the receipt of which is hereby confirmed. We now offer _____ (Description of goods and services) in conformity with your above referred document attached herewith and made part of this tender.

If our offer is accepted, we undertake to maintain the goods and perform the services as mentioned above, in accordance with the delivery schedule as specified.

We further confirm that, if our offer is accepted, we shall provide you with a performance security of required amount in an acceptable form in terms of this EOI.

We also accordingly confirm to abide by this EOI to the aforesaid period and this offer may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this EOI read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We confirm that we do not stand deregistered/banned/ blacklisted by any statutory authorities as per govt. rules/procedures. We confirm that we fully agree to the terms and conditions specified in above mentioned Tender document, including amendment/ corrigendum if any.

(Signature with date)

(Name and designation) Duly authorized to sign tender for and on behalf of

Annexure 1

Details of Diagnostic Centre location

SI.No	Diagnostic Centre
1	Dr. Ravi Boro Civil Hospital in Baska Dist.
2	District Hospital, Kalgachia in Barpeta Dist.
3	District Hospital in Bongaigaon Dist.
4	Lakhipur BPHC in Cachar Dist.
5	JSB Civil Hospital in Chriang Dist.
6	Dhemaji Civil Hospital in Dhemaji Dist.
7	Kharupetia BPHC in Darrang Dist.
8	Naharkatia Civil Hospital in Dibrugarh Dist.
9	Maibong CHC in DimaHasao Dist.
10	Hatsingimari SDCH in Dhubri Dist.
11	Katlicherra BPHC in Hailakandi Dist.
12	Goalpara Civil Hospital in Goalpara Dist.
13	KK Civil Hospital in Golaghat Dist.
14	Titabar SDCH in Jorhat Dist.
15	RNB SDCH in Kokrajhar Dist.
16	Diphu Civil Hospital in KarbiAnglong Dist.
17	Karimganj Civil Hospital in Karimganj Dist.
18	Sualkuchi FRU in Kamrup® Dist.
19	Sonapur District Hospital in Kamrup(M)Dist.
20	Dhakuakhana (Old PHCinLakhimpur Dist.
21	Morigaon Civil Hospital in Morigaon Dist.
22	SMK Civil Hospital in Nalbari Dist.
23	Dhing FRU in Nagaon Dist.
24	BiswanathChariali SDCH in Sonitpur Dist.
25	Sivasagar Civil Hospital in Sivasagar Dist.
26	LGB Civil Hospital in Tinsukia Dist.
27	Udalguri Civil Hospital in UdalguriDist