

NOTICE INVITING EXPRESSION OF
INTEREST



EMPANELMENT OF STRATEGIC BUSINESS
ASSOCIATE (SBA) FOR ESTABLISHMENT,
MAINTANANCE AND BUSINESS
DEVELOPMENT OF RADIOLOGY & IMAGING
CENTERS

November 14, 2019

**HLL Lifecare Limited
Healthcare Service Division
HLL Bhavan
Poojappura
Thiruvananthapuram
Kerala state, India ; PIN -695 012**

Sub:-Invitation of “Expression of Interest (EOI)” for empanelment of Strategic Business Associate (SBA) for Establishment, Maintenance and Business Development of Radiology, Dialysis Centre, Cath-Lab and Radiotherapy facilities pan India.

Health Care Service Division of HLL Lifecare Ltd invite “Expression of Interest (EOI)” for empanelment of Strategic Business Associate (SBA) for Establishment, Maintenance and Business Development of Radiology and Imaging Centre, Dialysis Centre, Cath-Lab and Radiotherapy facilities on a case to case basis.

I. INTRODUCTION

HLL Lifecare Limited (HLL) is a Public Sector Enterprise 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 under its brand- “**HINDLABS**”, provides Medical Diagnostic Services (Laboratory and Imaging) and other facilities like Wellness Clinic/Polyclinic to partner institutions on a PPP model. Our first center in association with CGHS started functioning way back in February 2008 in New Delhi. From there on HLL has been a preferred partner for Public Sector institutions like CGHS, Govt. Medical Colleges, AIIMS, etc. for the delivery of Diagnostic services. The Healthcare Services Division (HCS) of HLL is planning to set-up Diagnostic Services and venture into other services which are predominantly required in the Healthcare sector viz. Dialysis, Cathlabs, Radiotherapy etc. and has been the requests from many of the States Govt. and Hospitals in Public Sector in various states across India. HLL has already established and/or is in the process of expansion and establishment of new Diagnostic network in new States. HLL has already initiated discussion with many State Government.

HLL is already in partnership with Govt. of Maharashtra & Govt. of Assam for the National Free Diagnostic Scheme (NFDS) Programme wherein all the diagnostic Medical Lab services are offered free of the citizens of the state. HLL has over 125 Path-labs in Maharashtra servicing nearly 2600 Health Facilities and 28 Path-labs to be expanded to 70 Path-labs in near future for the State of Assam. HLL has established over 35 CT Scan Centers (40 CT Centers, once completely established) under the NFDS Programme in the State of UP which is currently providing Free CT Scan Services to the citizens. HLL's Medical Imaging Labs are established in the five Medical colleges of Kerala- namely Trivandrum, Alleppey, Kottayam, Trissur and Calicut. The MRI Centers for Medical College in Burla and Berhampur in Odisha is also established by HLL. The CT and MRI Labs in Wenlock Civil Hospital, Mangalore and KC General Hospital, Bangalore is established and managed by HLL.

Now, HLL plans to expand its business in a multi-pronged manner:

1. Expansion thru Venture into any New Opportunities available in the Healthcare sector in Public Sector Hospitals. This would include Medical Imaging Centers viz. CT, MRI, PET-CT etc, Cathlabs, Dental Services, Tele-Radiology, Dialysis etc. or in short enter into businesses which gives opportunity to plug the gap between the demand and availability in the Public sector thereby making difference in the life of every citizen in India.
2. Expansion thru PPP in NFDS Schemes of NHM in States thru Nomination or Tenders.
3. Expansion thru PPP model for Public Sector Institutions/ Hospitals.
4. Enhancement of Business in the Existing Centers by ensuring proper Business Development.

Now, HLL is also exploring to develop the existing Radiology business segment and others to attract more business by bringing in patients from private hospitals/clinics. For this HLL is in lookout for a SBA to undertake the business development focusing on private business opportunities.

Hence, HLL is in lookout for a Strategic Business Associate (SBA) to undertake all the new Investment in the business by way of Investment in Infrastructure and Equipment. The SBA would engage in Business development focusing on both Government and Private business opportunities and also maintain the Imaging Centers which are under operation by HLL. The entire operation would be enabled by cutting edge IT technology to ensure a seamless operation from the patient pick-up to Reports delivery, so that the citizens have the benefit of the diagnosis within the TAT (Turn-around-Time) of the tests.

II. Important Dates and Details

Sl. No.	Description	Schedule
i.	Pre- Bid meeting Date , Time and Venue	21-11-2019 at 2 PM HLL Lifecare Limited, (A Government of India Enterprise), HLL Bhavan, Poojapura, Trivandrum – 695 012, Kerala
ii.	Dates of sale of EOI documents	22-11-2019, 3 PM
iii.	Place of sale of EOI document	HLL Lifecare Limited, (A Government of India Enterprise), HLL Bhavan, Poojapura, Trivandrum – 695 012, Kerala
iv.	Cost of the EOI document	Rs.5000/-
v.	Earnest Money Deposit (EMD)	Rs. 20, 00,000 (Rupees Twenty Lacks)
vi.	Closing date & time for receipt of EOI	12/12/2019 up to 2 PM.
vii.	Time and date of opening of Technical Quote	12/12/2015 at 3 PM.
viii.	Venue of Opening of Technical Quote	HLL Lifecare Limited, (A Government of India Enterprise), HLL Bhavan, Poojapura, Trivandrum – 695 012, Kerala
ix.	All queries / communication to be addressed to	Associate Vice President (HCS Division) HLL Bhavan, Poojapura, Trivandrum – 695 012 Email hindlabs@lifecarehll.com; Ph: 0471 2354949

- Interested applicant may obtain further information about this EOI from the above office selling the documents. Tender Enquiry Documents may be purchased on payment of non-refundable fee of Rs.5000/- per set in the form of account payee Demand Draft / Pay Order / Cashier's Cheque / Banker's Cheque, drawn on a scheduled bank in India, in favour of "**HLL Lifecare Ltd**" payable at Trivandrum.
- If requested, the EOI documents will be mailed by Registered Post / Speed Post to the domestic tenderers, for which extra expenditure per set will be Rs.750/- for domestic post. The tenderer is to add the applicable postage cost in the non-refundable fee mentioned in Para 1 above.
- Applicant may also download the EOI documents from the HLL website www.lifecarehll.com and submit the downloaded documents along with the required non-refundable fee as mentioned in Para 1 above.

6. Applicants shall ensure that their EOIs, complete in all respects, are reached in the office located at **HLL Lifecare Limited, (A Government of India Enterprise), HLL Bhavan, Poojapura, Trivandrum – 695 012, Kerala, super scribing “Expression of Interest (EOI)” for empanelment of Strategic Business Associate (SBA) for Establishment, Maintenance and Business Development of Radiology and Imaging Centers**” on or before the closing date and time indicated in the above para, failing which the EOI’s will be treated as late and rejected.
7. In the event of any of the above mentioned dates being declared as a holiday / closed day for the purchase organization, the tenders will be sold / received / opened on the next working day at the appointed time.
8. The EOI documents are not transferable.
9. The applicants requested to regularly check the website of HLL, since any further amendments will be published only in the website.

III. INVITATION FOR EXPRESSION OF INTEREST AND BIDS

“**Expression of Interest**” are invited from reputed, qualified and experienced agency as SBA for the following activities:-

- Establishment and Maintenance of Radiology & Imaging centers under HINDLABS brand name across India.
- Coordination with all stake holders.

IV. SCOPE OF SERVICES OF STRATEGIC BUSINESS ASSOCIATE:

The Strategic Business Associate shall provide the following service:

- Establish the radiology and imaging centre at the space provided by HLL.
- Maintain the equipment by providing proper warranty, CMC for the entire contract period.
- Any other operational and recurring expenses for the imaging centres.
- Day to day coordination with all stakeholders.
- Business development of the facility by making strategic tie up, organizing medical camps, corporate health check-up schemes, Organising Continuing medical education program for referring physicians etc.
- Selected partner for bidding in future government projects.

- Ensure timely bill submission and payments to HLL.
- Establish and maintain the teleradiology centre in the provided space (including Radiologist and software).
- Upgradation of any existing facility as per requirement.
- The following services/equipment will have to be provided based on HLL requirement:

- i) CT scan
- ii) MRI
- iii) PET CT
- iv) Dialysis
- v) Cath Lab facility
- vi) Cardiology (ECG/TMT/ECHO)
- vii) Linear Accelerators and supporting equipment's for Radiotherapy facility.
- viii) Establishment of Tele-radiology Reporting Hub with Artificial intelligence tools and Advanced workstation according to HLL requirements.
- ix) Gamma Camera
- x) EEG
- xi) Dexa scan
- xii) Ultrasound scan
- xiii) Mamography
- xiv) Cath Labs
- xv) Dental Imaging Services
- xvi) Any other equipment/services as per requirement of HLL

V. HLL scope:

- Providing space for setting up facility.
- Managing centre by deploying the technical manpower required for the operations
- Ensure utilities for operation of the imaging centres.
- Necessary liaisoning with Govt. departments.
- Regulatory clearances.

VI. WORKING MODEL

SI	General Conditions	
1	The Centre would be in HLL Brand- HINDLABS and Ownership	
2	All Statutory Licenses shall be held by HLL	
3	The Operating software in the Centre shall be of HLL and all billing shall be carried out through HLL software only.	
4	All Sales receipts shall be routed through HLL's Bank Account	
5	All recurring expenditure including manpower will be debited to Strategic Business Associate (SBA).	
SI	Particulars/Activity	Model
6	Broad Investment Model	SBA shall Invest on items a-d
a	Investment on Buildings	Strategic Business Associate (SBA)
b	Investment on Furnishing & Interiors	
c	Investment on Machineries & Equipment	
d	AMC/CMC costs of Equipment	
e	Business Development: Marketing & Liasoning with Hospital Authorities for Receivables Management	
	Manpower	HLL will debit the actual cost from the SBA
	Billing and Tele Radiology software	HLL will debit the actual licence cost from the SBA
7	Revenue Sharing	To HLL

VII. MINIMUM ELIGIBILITY CRITERIA:

The minimum eligibility criteria for qualifying the bidding process are given below.

(a)	The Bidder (Lead bidder in case of consortium) should be a company registered under the Companies Act and should have been incorporated for minimum 5 years as on date of bid submission.
(b)	The Lead Bidder should have average annual Turnover of Rs.100 Crores or above during the last 3 financial years (i.e., 2016-17 , 2017-18 and 2018-2019). Audited Balance sheet or CA certificate for Turnover should be submitted.

(c)	The Lead bidder should have positive net worth as on 31st March 2019. CA certificate mentioning the same should be submitted.
(d)	The Bidder (Lead bidder) should have been engaged in minimum 3 large projects of value above Rs.30.00 Crores involving services to Govt./PSU, during the last three financial years. Work Order and completion certificate mentioning the value of project should be submitted.
(e)	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.
(f)	The bidder shall declare all ongoing litigations it is involved in with any Government Agency/ State/Central department.

*** **Competitor clause:** The bidders who are competitors or have partnership association with HINDLABS competitors will not be eligible for participation.

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

VIII. SELECTION PROCESS

- The SBA shall be empaneled based on qualification of the minimum eligibility criteria.
- The financial bids would be invited from the empaneled bidders based on the projects undertaken by HLL.
- Work will be awarded to the bidder offering the highest margin to HLL.
- The SBA 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.

IX. EARNEST MONEY DEPOSIT (EMD)

- a. EMD: All parties shall submit an EMD of Rs. 20, 00,000 (Rupees Twenty Lacs) as bank guarantee along with the EOI in the shape of Bank Draft / Bankers cheque from any Schedule Bank in favour of "HLL Lifecare Limited" payable at Trivandrum.
- b. It may be noted that no tendering entity is exempt from deposit of EMD. Tenders submitted without EMD shall be rejected.

- c. The EMD of unsuccessful bidder will be returned to them without any interest, after conclusion of the bid procedures. The EMD of the successful bidder will be returned without any interest, after receipt of performance security as per the terms of contract.
- d. EMD of a bidder may be forfeited without prejudice to other rights of the purchaser, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information /documents furnished in its tender is incorrect, false, misleading or forged. In addition to the aforesaid grounds, the successful bidders' EMD will also be forfeited without prejudice to other rights of purchaser, if it fails to furnish the required performance security within the specified period.

X. PREPARATION OF EOI

The EOI shall be submitted in SEALED ENVELOPES as follows:

Envelopes shall be marked in bold letter as **“Expression of Interest (EOI)” for empanelment of SBA for Establishment, Business development & maintenance of HLL’s Radiology & Imaging centers**” which shall include the following in addition to the eligibility criteria:

1. Covering letter for the Bid.
2. Filled application as per annexure-1 along with the Earnest Money Deposit (EMD)
3. Notarized Power of Attorney (in favour of the Authorized Signatory of the Bidder) to submit the Bid,
4. Confirmation regarding furnishing Performance Security in case of award of contract.
5. Cost of the EOI document Rs.5000/-
6. Profile of the Organization
7. Organization Structure
8. Memorandum of Association/Articles of Association.
9. PAN Card and Copy of GST registration certificate of the firm
10. Authenticated copy of the certificates of incorporation/registration of the organization
11. Authenticated copy of annual accounts for the last three years
12. Certificate from HR mentioning resources deployed on project

13. Order copy in executing & operation management of Government projects. Work orders of the cited projects showing experience.
14. Decision taken by the Board /authorized committee of the organization to submit the EOI published by HLL.
15. Notarized undertaking /declaration issued on behalf of the SBA by the Director /Official authorized by the Board to the effect that the SBA will:-
 - a. Provide service for the contract period stipulated by HLL or until terminated earlier by HLL.
 - b. Pay compensation as claimed by HLL in the event of the SBA failing to provide services for the stipulated period.

XI. Financial Bid Submission

The financial bid will be invited from only the qualified empaneled bidders.

- After evaluation of the quotes obtained through the EOI process, HLL will empanel the eligible parties and invite the financial quote from them according to the project requirements.
- The separate financial bid format would be provided at the time of invitation of financial offers from the empanelled bidders.
- The quote shall be either fixed or telescopic or based on different revenue slabs. However, there shall be a minimum guarantee of % revenue which shall be fixed as per the market and the geographical conditions of the State and the Project taken by HLL.
- The financial bid shall be evaluated based on the highest percentage offered by the party to HLL after deduction of all operating expenses for business development & managing the activities in the imaging centers. Work will be awarded to the bidder offering highest percentage of revenue.

XII. Evaluation of Bid

Scrutiny of Bids: The Bids will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions and whether the bidder is eligible and qualified as per criteria laid down in the Bid

Enquiry Documents. The bids, which do not meet the aforesaid requirements, are liable to be treated as non-responsive and may be ignored. The decision of HLL as to whether the Bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders, who qualify technical bid, will be considered.

Infirmity / Non-Conformity: The purchaser may waive minor infirmity and/or non-conformity in a Bid, provided it does not constitute any material deviation. The decision of the HLL as to whether the deviation is material or not, shall be final and binding on the bidders.

Bid Clarification: Wherever necessary, the HLL may, at its discretion, seek clarification from the Bidders seeking response by a specified date. If no response is received by this date, the HLL shall evaluate the offer as per available information.

Competitor clause: The bidders who are competitors or have associations with HINDLABS competitors will not be eligible for participation.

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 SBA shall commence the services within the days mentioned in LOI issued by HLL.

XIII. Mode of submission of BID/EOI

Documents in electronic form will not be accepted.

The envelope containing the expression of interest and supporting documents shall be put in a bigger envelope, which shall be sealed and superscripted with **“Expression of Interest (EOI)” for empanelment of SBA for Establishment, Business development & maintenance of HLL’s Radiology & Imaging centers**” No:HLL/CHO/HCS/IC/EOI/SP/01 Dt: 14-11-2019”

The last date for submission of the EOI is 12th December 2019; 2:00 P.M. The bids submitted after the stipulated time shall not be considered for evaluation and shall be rejected.

XIV. TERMS & CONDITIONS

1. General Instructions to Bidders.

- a) Conditional offers are liable for rejection.
- b) The Bidders should give clause by clause compliance of EOI with references to supporting documents; otherwise the offers are liable for rejection.
- c) The tenderers shall quote for establishing and managing imaging centres across India.
- d) The prices /percentage quoted shall be firm and inclusive of all taxes and duties. The prices shall be quoted only in the format given as Annexure.
- e) HLL will invite financial bid only from empaneled bidders based on the project received.
- f) The financial quote shall be submitted before the last date and time as mentioned in this tender/bid document. Late tenders/bids shall not be considered.
- g) The SBA is responsible for maintaining the equipment as per the industry quality and standard.
- h) The SBA shall indemnify HLL from any penalty/legal issues arising out of maintenance of the centres.
- i) The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
- j) 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.

- k) 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.
- l) HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EOI and other expenses.
- m) HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
- n) 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.
- o) 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.
- p) All other terms and conditions mentioned in the EOI is applicable to the strategic partner.
- q) Any additions/amendments to this EOI shall be uploaded in HLL's website www.lifecarehll.com

2. Performance Security

- a. **The successful bidder shall furnish a performance security in the form of a Bank Guarantee issued by a scheduled/nationalized bank in favour of HLL Lifecare Ltd for Rs.2.50 Cr. (Rupees Two Cr Fifty Lakhs Only). The BG format shall be issued to the successful bidder by HLL.**
- b. This shall be submitted within 15 days (minimum) of receiving of work order, failing which the EMD may be forfeited and the contract may be cancelled.
- c. The Performance security shall be liable for forfeiture, wholly or partly, in case of Violation of any of the terms and conditions of the contract

and deficiency in service as agreed especially if the SBA consistently failed in maintaining the delivery in one quarter.

- d. The performance security will be released without any interest, within 60 days after the successful completion of the contract.

3. Bid Validity

The empanelment shall remain valid for 365 days from the date of opening of Bids and the contract will be valid for duration of 7 years from the date of execution.

4. Delivery Period

The successful bidder shall commence the proposed services within stipulated time mentioned in the work order form HLL Lifecare Ltd. The successful bidder shall execute a detailed agreement with HLL in the format proposed by HLL within 15 days from the date of issue of HLL's Letter of Intent along with submission of Performance Security.

5. Liquidated Damages

- a. If the successful bidder fails to execute the contract within the stipulated time, there shall be levied liquidated damages equal to 0.5% of the contract value for each week of delay till the delay continues, up to a maximum limit of 5% of the contract.

6. Governing Language

The contract shall be written in English language only. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in that language.

7. Arbitration

- a) If a dispute or difference of any kind between HLL Lifecare Ltd and the service provider in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual discussions.
- b) If the parties fail to resolve the dispute or difference by such mutual consultations within 21 days of commencement of consultations, then

either HLL Lifecare Ltd or service provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided.

- c) All disputes or differences or claims arising out of or in connection with or touching this agreement shall be referred for arbitration to a Sole Arbitrator to be appointed by the Chairman and Managing Director of HLL Lifecare Ltd. The arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof for the time be in force. The arbitration proceedings shall be held at Thiruvananthapuram. The proceedings of the arbitration shall be in English language. The award passed by the said Sole arbitrator shall be final and binding on the parties hereto.

7. Termination of Contract

HLL Lifecare Ltd may terminate the contract, if the successful tenderer/bidder withdraws its tender/bid after its acceptance or fails to submit the required performance security or fails to fulfil any other contractual obligations.

In that event HLL Lifecare Ltd shall have the right to avail the required services from the next eligible bidder and the extra expenditure on this account shall be recoverable from the defaulter.

XV. Address for EOI Submission

Interested parties qualifying the conditions may express their interest to the following address along with relevant documents on or before the last date of submission.

**Associated Vice President
Healthcare Services Division
Registered & Corporate Head Office
HLL Lifecare Limited
HLL Bhavan, Poojappura
Thiruvananthapuram
Kerala – 695 012
Email: hindlabs@lifecarehll.com
Ph: 0471-2354949
Website: www.lifecarehll.com.**

APPLICATION FORM FOR STRATEGIC BUSINESS ASSOCIATE (SBA)

Sub : Application of the SBA

Ref : _EOI No. HLL/CHO/HCS/EOI/SBA/01 dated 14-11-2019

1. Name of the Bidder :

2. Location
 - a) Full postal Address :
 - b) Telegraphic Address :
 - c) Telex/fax No. :
 - d) Tel No. :
 - e) E-mail :

3. Details of staff :
 - a) Technical
 - b) Skilled
 - c) Unskilled

4. Details of the projects under taken during the last three year :

5. No. of years in business and brief about the company and business.

6. Registration details of the Organisation (Udyog Aadhar No):

7. Whether meet the qualification criteria as given in **EOI document** if so give the documentary evidence in support :

8. Any other information you want to furnish :

Declaration

I/We certify that the above information is correct and true to the best of our/my knowledge and belief. In the event of any information being found false or incorrect, action can be taken against us. Further declared that we have never been arrested / prosecuted or convicted by a Criminal Court or involved in any other case, registered by the police.

Yours faithfully,

Date :

Signature of the applicants with office seal

Place :