

E-TENDER
Document for
IDENTIFICATION OF SERVICE PROVIDER FOR
PROVIDING AND MAINTAINING MACHINES
AT HINDLABS, NIT TRICHY

TENDER No: HLL/HCS/eTender/2024-25/03 Dated 25.02.2025



HLL LIFECARE LIMITED

(A Govt. Of India Enterprise)

CIN : U25193KL1966GOI002621

HLL Bhavan, Poojappura,

Thiruvananthapuram -695012, Kerala, India

Tel: 0471 2775500, 2354949, email: hcstenders@lifecarehll.com

www.lifecarehll.com

**NOTICE INVITNG TENDER FOR IDENTIFICATION OF SERVICE PROVIDER FOR PROVIDING AND
MAINTAINING MACHINES AT HINDLABS NIT TRICHY**

HLL Lifecare Limited, a Government of India Enterprise, invites bids from eligible parties for Providing and Maintaining Machines at Hindlabs, NIT Trichy

TENDER NO	:	HLL/HCS/eTender/2024-25/03
TENDER PUBLISHING DATE	:	25.02.2025
LAST DATE AND TIME FOR RECEIPT OF TENDER	:	07.03.2025
TIME AND DATE OF OPENING OF THE TENDER	:	08.03.2025
TENDER FEE	:	Rs. 500 (Rupees Five Hundred only)
EMD	:	Rs. 10000 (Rupees Ten Thousand only)
PLACE OF OPENING OF TENDER	:	HLL LIFECARE LIMITED HLL BHAVAN, POOJAPPURA, TRIVANDRUM, KERALA- 695012 PHONE NO – 0471 2354949
ADDRESS FOR COMMUNICATION	:	AVP i/c & BH (HCS) HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED, HLL BHAVAN, POOJAPPURA TRIVANDRUM, KERALA- 695012 PHONE NO – 0471 2354949,2775500
EMAIL ID	:	hcstenders@lifecarehll.com

**Associate Vice President i/c& BH (HCS)
HEALTHCARE SERVICES DIVISION**

DISCLAIMER

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this TENDER Document. All information contained in this Notice Inviting Tender (NIT) provided / clarified are of good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this TENDER Document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this Tender Document and any other terms and conditions subject to which such information is provided. Though adequate care has been taken in the preparation of this Tender document, the interested firms shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the Tender document is complete in all respects and firms submitting their bids are satisfied that the Tender document is complete in all respects. If a bidder needs more information than what has been provided, the potential bidder is solely responsible for seeking the information required from HLL.

HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary. HLL reserves the right to reject any or all of the applications submitted in response to this Tender document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Tender.

HLL reserves the right to change/modify/amend any or all of the provisions of this Tender document. Such changes would be posted on the website of HLL (www.lifecarehll.com) and the CPP portal. Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution for unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Tender document, any matter deemed to form part of this Tender document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

SECTION-1 INSTRUCTIONS TO BIDDERS (ITB)

1. COMPANY BACKGROUND

HLL Lifecare Limited is a Government of India “Mini Ratna” Public Sector Enterprise, under the Ministry of Health and Family Welfare, Government of India. (Hereinafter known as “HLL”). 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 rate. At present, HCS division of HLL has its presence in seven states.

2. INTRODUCTION

Through a chain of Healthcare Diagnostic centres, called HINDLABS, HLL offers clinical pathology lab services and Radio diagnostic imaging services. Over a period of short span HINDLABS emerged as one of the key player among retail diagnostic chains with 225 Diagnostic labs, 4000 collection centers (Which includes PHC, RH, DH, SSH, RRH, WH & MH) and 60+ medical imaging centres in various states and cities across India. HINDLABS uses state-of-the-art technology to provide the most comprehensive and advanced imaging services. The facilities are designed to comply with National Accreditation Board for Testing and Calibration Laboratories (NABL) standards.

3. SCOPE OF TENDER:

HLL is operating a medical laboratory at the hospital inside National Institute of Technology Trichy (NITT) with the brand name of Hindlabs. As per the agreement with NITT, HLL will be allotted space

to operate this facility for one year from 01.10.2024 to 30.09.2025 which is extendable to further period of two years. Now HLL intends to identify a service provider who can provide and maintain following machines at this facility during this period.

- i. Immunoassay Analyzer (Low Throughput) – Capable of performing Vitamin B12, Calciol/25-Hydroxycholecalciferol (Vitamin D3) Assay, and any additional tests utilizing the Immunoassay Analyzer that may be included by NITT within the scope of services, during the agreement period.
- ii. HBA1C Analyser (Low Throughput)

3.1. Scope of Service provider

- Installation and maintenance of Immunoassay Analyser and HbA1C analyser as per the specifications in **Annexure-A**.
- Up-time management and maintenance of the machines as per the requirement of HLL
- Procurement and timely supply of reagents, calibrators, QCs and consumables essential for the smooth operations at the cost of service provider.
- Conducting preventive as well as breakdown maintenance of the equipment and Enrolment in CAMC/AMC for the machines at their cost.
- Facilitation for enrolment in quality control programs as required by HLL.
- Meet all statutory and regulatory guidance and requirements.

3.2. Scope of HLL

- Provision of space and utilities for the equipment positioned by service provider.
- Deployment of trained manpower for operating the machines and release of reports.
- Submission of monthly test data from the machines positioned by the service provider and release of payments as per the revenue share agreed by the SP for the tests conducted in these machines and any expense incurred by HLL.

3.3. Revenue Sharing Model

- a) HLL intends to avail the support from service provider on a revenue sharing basis, with minimum 8% revenue share to HLL.
- b) All the participants have to submit acceptance for offering minimum revenue share of 8% for HLL
- c) HLL will charge the beneficiaries the test rates as indicated in Annexure-2. (16% discount from CGHS – Chennai non NABL rates)

- d) HLL will retain the revenue share as agreed by service provider through their financial bid for the tests carried out in the machines positioned by service provider. Remaining amount after deducting all expenses incurred by HLL with regard to these machines will be released to the service provider.
- e) Service provider shall make independent assessment of proposed project and submit their financial quotes. The financial quote of the service providers shall specify the revenue share percentage acceptable to share with HLL for this particular proposal. Financial quotes will be evaluated based on the revenue share percentage to HLL over and above the minimum value of 8% as detailed below. Financial Quote has to be submitted as per the format provided in CPP portal.
- f) The evaluation for the project would be done on the basis of offered revenue share percentage to HLL. **Revenue share to HLL will be Minimum revenue share of 8% per term + additional revenue share offered in the price bid (b)%, i.e, (8+b) %.** The bidder offering the highest revenue share (H1 bidder) to HLL will be finalized as the Service provider for this project.
- g) Period of engagement will be terminated on completion of the project or closure of the project by HLL's Clients after issuing sufficient notice period.
- h) HLL will have the right to reject proposals if they are found to be unacceptable.

3.4. Eligibility Criteria

- The bidder shall be a sole provider/company, which may be a Partnership Firm, LLP, Private Limited, or Public Limited company, and must be authorized to conduct business in India.
- The bidder must have at least three years of experience in laboratory and related services, including the supply, installation, and maintenance of laboratory equipment at any healthcare or diagnostic facilities.
- The bidder should have an average annual turnover of at least ₹2.00 lakh during the last three financial years.
- If the bidder is not the manufacturer, they must provide an authorization letter from the Original Equipment Manufacturer (OEM).
- The equipment supplied by the bidder should have valid licenses as per the technical specifications.
- The bidder must have qualified technical personnel for installation, training, maintenance, and support and should ensure a service response time of no more than 48 hours from the time of complaint.
- The bidder must ensure an uninterrupted supply of reagents and consumables required for the tests performed on the supplied equipment.
- The bidder must comply with all statutory and regulatory guidelines related to the installation, maintenance, and operation of medical equipment.

- The bidder should not be currently blacklisted or debarred by any government institution or public sector organization.

3.5. Documents to be Submitted

- Copy of valid business registration certificate.
- Copy of GST registration and PAN card issued by the Income Tax Department.
- Audited financial statements or certificate of turnover from a registered chartered accountant for the last three financial years.
- Documentary proof of experience in laboratory and related services (such as work orders, contracts, or completion certificates from at least one healthcare or diagnostic facilities).
- Manufacturer's authorization letter (if the bidder is not the manufacturer), as per Format-A
- Copies of valid licenses/ certifications for the equipment as per technical specifications.
- List of trained engineers/technicians along with their qualifications and certifications.
- Declaration of compliance with service and maintenance requirements, including a commitment to a maximum 48-hour response time. (Format-B)
- Written commitment confirming uninterrupted supply of reagents and consumables. (Format-C)
- Declaration stating that the bidder is not blacklisted or debarred by any government institution or public sector organization. (Format-D)
- Any other document as specified in this tender.

3.6. General Terms and Conditions

3.6.1.	<p>a. The successful bidder has to supply, install, Calibrate and Demonstrate equipment and associated accessories including compatible UPS free of cost and free of rent for the entire contract period.</p> <p>b. The successful bidder has to supply the reagents and consumables on free of cost basis as per the purchase order to this hospital for the entire contract period.</p> <p>c. The successful bidder has to supply free trial kits for all tests along with respective calibrator and control.</p> <p>d. The supplied equipment shall be used in all days round the clock of the year.</p> <p>e. Maintenance of the installed equipment (including backup) with associated accessories including compatible UPS for the entire contract period at free of cost. i.e. The maintenance and repair work of the analyzer and associated accessories is the responsibility of the successful bidder.</p> <p>f. HLL shall provide space, manpower for operating the equipment.</p>
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	<p>g. Quality and status of Equipment supplied will be checked and verified by HLL upon supply prior to installation. Supplier must provide documentary proof of the date and place of manufacturing of equipment at the time of supply.</p> <p>h. The supplier must perform equipment calibration as per manufacturer's recommendation to fulfill the requirement of latest ISO 15189 and NABL 112 or as specified by NABL from time to time and records of such calibration must be made available to the laboratory, including certificate of calibration. The cost of calibrators/Consumables shall be borne by the Strategy partner for the duration of the contract.</p> <p>i. QC for all parameters shall be run as required by HLL.</p> <p>j. The instrument should be provided with appropriate UPS and must provide a backup for at least 30 minutes in the event of disruption of main power supply.</p> <p>k. The instrument should be capable of online help, maintenance logs and data storage facility with live remote service 24x7.</p> <p>l. The Successful bidder will provide maintenance (AMC/CMC) free of cost of the instruments for entire period of contract (five years).</p> <p>m. The Bidder shall maintain stock of three month' supply of reagents and information of the inventory must be provided to the Center Manager.</p> <p>n. The bidder should include comprehensive training program for staffs.</p> <p>o. Machine should be compatible with hospital LIS (laboratory information system) and LIS (Laboratory Information System) of HLL.</p> <p>p. The instrument should have an auto save mode for data in case of sudden failure of power supply.</p> <p>q. The analyzer should have user defined rules and flagging limits.</p> <p>r. The test result data from the analyzer should be transmitted to host computer.</p> <p>s. Maintenance schedule should be based on objective performance criteria and must be under the supervision of faculty In-charge.</p> <p>t. If number of tests/parameters or patient load increases or based upon the future requirement, instrument will be upgraded with advanced model with higher throughput within stipulated time as decided by the competent authority of the HLL by the bidder free of cost.</p> <p>u. All software updates should be provided free of cost during period of contract.</p> <p>v. Bidders are strongly advised to visit the site and carry out assessment work before bidding.</p> <p>w. All minor works like electrical works required for commissioning, installation and smooth running of equipment (s) like cable wire, electrical outlets, switches, cable</p>
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	<p>trenches, railing, etc should be fireproof, certified for electrical safety as per international standard, are of reputed make and shall be done by the bidder.</p> <p>x. Strategy Partner has to provide proper drainage ports/traps for prevention of contamination and bacterial growth.</p> <p>y. Strategy Partner has to provide all necessary safety equipment to site as per international guidelines.</p> <p>z. The System should be installed at the Institute site by the company subject to fulfilment of the pre- installation conditions as specified by the company in its pre- installation and training requisites. After installation, the Institute will provide proper environment including electrical and storage area, etc. for system operation and its maintenance.</p>
3.6.2.	While this Tender 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, statue, 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.
3.6.3.	The process of inviting Tender 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.
3.6.4.	On submission of financial bid, participant confirms its acceptance to all terms and conditions of Tender and scope of work.
3.6.5.	Tender participants are requested to keep the information and details strictly confidential.
3.6.6.	HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their Tender and other expenses.
3.6.7.	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.
3.6.8.	The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
3.6.9.	Startups and MSEs will get exemptions/preferences as per statutory norms.

4. SUBMISSION OF BIDS

The Interested bidder shall submit their bid online only through the Government eProcurement portal (URL: <https://etenders.gov.in/eprocure/app>) as per the procedure laid down for e-submission as detailed in the web site. For e tenders, the Interested bidders shall

download from the portal. The Bidder shall fill up the documents and submit the same online using their Digital Signature Certificate. On successful submission of bids, a system generated receipt can be downloaded by the bidder for future reference. Copies of all certificates and documents shall be uploaded while submitting the tender online.

The tender is invited in 2 Envelope system from the registered and eligible firms at CPP Portal.

Envelope –I (Technical bid):

The Bidder shall furnish all the documents as specified in the documents to be submitted section and as mentioned in this tender document. The financial bids of technically qualified bidders only will be considered for evaluation.

Envelope-II (Financial Bid)

Financial offer shall be quoted in the format provided in procurement portal and no other format is acceptable. Bidders are required to download the file, open it and complete the colored (Unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the file is found to be modified by the bidder, the bid will be rejected.

Through submission of financial Bid, it is considered that participant agrees to all terms and conditions of this Tender.

Note:-

The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

5. GENERAL INSTRUCTIONS TO BIDDERS:

5.1 This Tender is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>

5.2 Tender documents can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-Tender shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.

5.3 The Tender and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.

5.4 The Tender process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidders may download and go through the Tender document.

5.5 All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. Tenders/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late Tenders will not be accepted.

5.6 The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and shall be rejected.

5.7 Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.

5.8 Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the Tender Enquiry Document.

5.9 The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

5.10 Registration

5.10.1 Bidders are required to register in the Government e-procurement portal, obtain ‘Login ID’ & ‘Password’ and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.

5.10.2 As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.

- 5.10.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 5.10.4 They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have Class II or above digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- 5.10.5 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.
- 5.10.6 Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- 5.10.7 The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/She have to submit the relevant information as asked for about the firm/contractor. The bidders, who submit their bids for this Tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this Tender.
- 5.10.8 Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- 5.10.9 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse. Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this Tender.
- 5.11 Searching for Tender Documents
- a) There are various search options built in the CPP Portal, to facilitate bidders to search active Tenders by several parameters. These parameters could include Tender ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for Tenders, wherein the bidders may combine a number of search parameters such as Organization
 - b) Once the bidders have selected the Tenders they are interested in, they may download the required documents/Tender schedules. These Tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the Tender document.

- c) The bidder should make a note of the unique Tender ID assigned to each Tender, in case they want to obtain any clarification/help from the Helpdesk

5.12 Preparation of Bid

- a) Bidder should take into account any corrigendum published on the Tender document before submitting their bids.
- b) Before the deadline for submission of bids, the Tender Inviting Authority may modify the bidding document by issuing addenda.
- c) Any addendum thus issued shall be a part of the bidding documents which will be published in the e-tender website. The Tender Inviting Authority will not be responsible for the prospective bidders not viewing the website in time.
- d) If the addendum thus published does involve major changes in the scope of work, the Tender Inviting Authority may at his own discretion, extend the deadline for submission of bids for a suitable period to enable prospective bidders to take reasonable time for bid preparation taking into account the addendum published.
- e) Please go through the Tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.

5.13 More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>

5.14 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -

5.15 For any technical related queries please call at 24 x 7 Help Desk Number:

0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787

Note: - International Bidders are requested to prefix +91 as country code

E-Mail Support: For any Issues or Clarifications relating to the published Tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical - support-eproc@nic.in, Policy Related - cppp-doe@nic.in

5.16 Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.

- 5.17 Any queries relating to the Tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a Tender or the relevant contact person indicated in the Tender. Address for communication and place of opening of bids:

Associate Vice President i/c and BH (HCS)
Healthcare Services Division
HLL Lifecare Limited
HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,
Kerala, India
Tel: +91 4712354949 , Email – hcstenders@lifecarehll.com

- 5.18 The bids shall be opened online at the Office of the Associate Vice President i/c and BH (HCS) in the presence of the Bidders/their authorized representatives who wish to attend at the above address. If the Tender opening date happens to be on a holiday or non-working day due to any other valid reason, the Tender opening process will be done on the next working day at same time and place.
- 5.19 More details can be had from the Office of the Associate Vice President i/c and BH (HCS) during working hours. The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.
- 5.20 A firm/bidder shall submit only one bid in the same bidding process. A Bidder (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.
- 5.21 Online Tender Process:
The Tender process shall consist of the following stages:
- Download of Tender document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
 - Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and HLL website (URL address: <http://www.lifecarehll.com/tender>) and shall not be available elsewhere.

- iii. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this Tender document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
 - iv. Opening of Tender and Award of contract: The financial bids will be opened, evaluated and finalized as per the criteria detailed in this Tender document.
- 5.22 Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
- 5.23 HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.
- 5.24 HLL Lifecare Limited Ltd reserves the right to amend or withdraw any of the terms and conditions contained in the Tender document including scope of work or reject any or all Tenders without giving any notice or assigning any reasons.
- 5.25 Submission Process:
For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their bid online on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- 5.26 Note: - It is necessary to click on "Freeze bid" link / icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

6. DEADLINE FOR SUBMISSION OF THE Tender FOR INTERESTED BIDDERS

6.1 Bid shall be received only online on or before the date and time as notified in Tender.

6.2 The Tender Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of bids, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The Bidder will not be able to submit his bid after expiry of the date and time of submission of bid (server time).

6.3 Modification, Resubmission and Withdrawal of Tenders

Resubmission or modification of bid by the bidders for any number of times before the date and time of submission is allowed. Resubmission of bid shall require uploading of all documents including price bid afresh.

6.4 If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.

6.5 The Bidder can withdraw his/her bid before the date and time of receipt of the bid. The system shall not allow any withdrawal after the date and time of submission.

7. BID OPENING AND EVALUATION

Tenders of Interested bidders shall be opened on the specified date & time, by the Tender inviting authority or his authorized representative in the presence of bidders or their designated representatives who choose to attend.

8. BID OPENING PROCESS

Opening of bids shall be carried out in the same order as it is occurring in invitation of bids or as in order of receipt of bids in the portal. The bidders & guest users can view the summary of opening of bids from any system. Bidders are not required to be present during the bid opening at the opening location if they so desire.

In the event of the specified date of bid opening being declared a holiday for HLL, the bids will be opened at the same time on the next working day.

9. CONFIDENTIALITY

9.1 Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award has been announced in favour of the successful bidder.

9.2 Any effort by a Bidder to influence the Purchaser during processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Bidders' bid.

10. BID VALIDITY

10.1 Bids shall remain valid for a period of engagement or additional extended time period as decided by HLL from the date of notification of Award. A bid valid for a shorter period shall be rejected by HLL as non-responsive.

10.2 In exceptional circumstances, prior to expiry of the original bid validity period, the Tendering Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by email. A bidder may refuse the request without forfeiting its bid security (if applicable). A bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to extend the validity of its bid security (if applicable) for the period of the extension.

11. BID SECURITY (EMD)

11.1 Bidders have to submit EMD of Rs.10000 (Rupees ten Thousand) through RTGS/NEFT transfer in the following HLL A/c details:

Beneficiary	:	HLL LIFECARE LIMITED
Account No	:	00630330000563
IFSC Code	:	HDFC0000063
Bank Name	:	HDFC BANK
Branch Name	:	Vazhuthacaud

11.2 The Bid Security (EMD) of the successful Bidder will be discharged when the Bidder has furnished the required Security Deposit and acceptance of LOI/Work order.

11.3 Eligible MSME units interested in availing exemption from payment of EMD should submit a valid copy of their Udhyaam registration certificate. But the Party has to provide Performance Security/Security Deposit if Tender is awarded to them.

11.4 The Bid Security may be forfeited:

(a) If a Bidder:

- Changes its offer/bid during the period of bid validity or during the validity of the contract.
- Does not accept the correction of errors

(b) In the case of the successful Bidder, if the Bidder fails:

- To sign the Agreement
- To deliver the material within stipulated time frame as per PO.
- To accept the Notification of award/Letter of Indent/ Purchase order and/or submit the security deposit.
- To acknowledge the Notification of award/Letter of Indent/ Purchase order within 5 days from the date of issue by sending the

signed copy of the same.

- to furnish the Performance Security within the specified time period

11.5 In such cases the work shall be rearranged at the risk and cost of the selected bidder

11.6 The Bid Security deposited will not carry any interest.

12. ALTERATIONS AND ADDITIONS

12.1 The bid shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

12.2 The Interested bidder shall not attach any conditions of his own to the Bid. The Bid price must be based on the tender documents. Any bidder who fails to comply with this clause will be disqualified.

13. NOTIFICATION OF AWARD:

13.1 Successful participant after evaluation of financial bid will be notified through a Notification of Award (NoA) issued by HLL, detailing the terms and conditions of service based on the agreement between HLL & the cooperative society.

13.2 Selected participant has to submit performance security as will be specified in the NOA.

13.3 After receipt of performance security an agreement will be entered with the successful participant.

14. DURATION OF ENGAGEMENT

The entire contact period will be initially till 30.09.2025 which may be extended upon satisfactory performance of the service provider after the performance review. However, this will be subject to the agreement between HLL and the client. In case of any change in terms of the agreement between HLL and client, suitable decision on the operation shall be taken by HLL.

15. CONFLICT OF INTEREST.

The selected Service provider 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 Service provider 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.

16. PERFORMANCE SECURITY

16.1 The selected strategy partner has to submit an irrevocable and unconditional guarantee from a Bank in the form provided by HLL. The PBG amount shall be notified in the NoA. Until such time the Performance Security is provided by the strategy partner and the same comes into effect, the Bid Security shall remain in force and effect, and upon provision of the Performance Security, the HLL shall release the Bid Security (EMD) to the Strategy partner. No interest shall be payable by the HLL against the Performance Security.

16.2 Appropriation of Performance Security

Upon occurrence of a Strategy Partner Default, the HLL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate from the Performance Security the amounts due to it for and in respect of such Strategy Partner Default. Upon such encashment and appropriation from the Performance Security, the Strategy partner shall, within 30 days thereof, replenish, in case of partial appropriation, to its original level the Performance Security, and in case of appropriation of the entire Performance Security by the HLL, provide a fresh Performance Security, as the case may be, failing which the HLL shall be entitled to terminate the Agreement with Strategy partner. Upon replenishment or furnishing of a fresh Performance Security, as the case may be, as aforesaid, the Strategy partner shall be entitled to an additional Cure Period of 15 days for remedying the Strategy Partner Default, and in the event of the Strategy partner not curing its default within such Cure Period, the HLL shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate the Agreement with Strategy partner

16.3 Release of Performance Security

The Performance Security shall remain in force and effect for the entire period of the Agreement, shall be released after 90 (ninety) days of Transfer Date in accordance with the Agreement with Strategy Partner.

17. COURT JURISDICTION:

In the event of any dispute arising out of this agreement, the parties agree that the courts of Thiruvananthapuram, Kerala alone will have exclusive jurisdiction.

18. INDEMNITY

The Interested Bidder shall indemnify, defend and hold harmless Government of India and HLL, its Affiliates, officers, directors, employees, agents, and their respective successors

and assigns, from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third Party claims of any kind that arise out of or are attributable to (i) Manufacturer's/Bidders/Service provider s breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Manufacturer /Bidders.(iii) any product/service liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by bidder or its affiliate.

19. LIQUIDATED DAMAGES

19.1. If the party fails to execute the terms referred in the Tender within the stipulated time, they shall be levied liquidating damages in line with the conditions that will be specified in the Notification of Award which will be in line with the work order received by HLL from NIT Trichy.

20. HLL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

- 20.1 HLL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award Contract award, without thereby incurring any liability to the affected bidder or bidders.
- 20.2 HLL does not bind itself to accept the highest or any bid and reserves the right to reject any or all bids at any point of time prior to the issuance of the Notice of award/Letter of intent/Purchase order without reason whatsoever.
- 20.3 HLL reserves the right to resort to retendering without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection. The purchaser reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised bids from the bidders due to such changes, if any.
- 20.4 Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.
- 20.5 HLL reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the purchaser's action.

21. GOVERNING LANGUAGE

The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

22. PAYMENT TERMS

- 22.1. HLL will charge the test rates as indicated in Annexure-2 of Tender document.
- 22.2. HLL will raise the invoices to NIT Trichy and claim the payments on monthly basis for cashless billings. With respect to Direct billing, revenue will be directly collected by HLL from patients. From the realised revenue, HLL will retain the revenue share as agreed by service provider through their financial bid as detailed below. Remaining amount after deducting all expenses incurred by HLL will be released to strategy partner.
- 22.3. HLL will provide test details conducted on the supplied equipment and revenue realised from this equipment to strategy partner.
- 22.4. Service provider has to submit invoices to HLL based on the same and payment to service provider shall be released within 30 days from receipt of invoice and realisation all payments by HLL.
- 22.5. All payments agreed to be made by the HLL to the Party in accordance with the Services shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable. The Party shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this agreement.
- 22.6. If any services are done free of cost, then Service provider shall not be entitled to make any claim for the revenue share for that particular patient.
- 22.7. In the event of the HLL noticing at any time that any amount has been disbursed wrongly to the Service provider or any other amount is due from the Service provider to the HLL, the HLL may without prejudice to its rights recover such amounts by other means after notifying the Service provider or deduct such amount from any payment falling due to the Service provider. The details of such recovery, if any, shall be intimated to the Service provider. The Service provider shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in previous invoice by mistake on the part of the HLL.
- 22.8. The HLL shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Service provider at its sole discretion where the HLL disputes such invoice or part of it provided that such dispute is bonafide. The withheld amount may be limited to that which is in dispute. The disputed amount shall be settled in accordance with the procedure. Any exercise by the HLL under this section shall not entitle the Service provider to delay or withhold the services to be rendered as per the agreement.
- 22.9. All payments agreed to be made by the HLL to the Service provider in accordance with the Services shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable. The Service provider shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this agreement

23. PREFERENCE TO MAKE IN INDIA PRODUCTS (FOR BIDS < 200 CRORE):

- 23.1. Preference shall be given to Class 1 local supplier as defined in Public Procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier will be as defined in Public Procurement (Preference to Make in India), Order 2017.
- 23.2. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor and if the OEM is a company then by a practicing cost accountant or a chartered accountant for OEM's other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 16.09.2020. Only Class-I and Class-II Local suppliers as per MII order dated 16.9.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 16.09.2020 is not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

24. BIDDERS QUOTING EQUIPMENT MANUFACTURED IN COUNTRIES SHARING LAND BORDER WITH INDIA:

- 24.1. Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with Competent Authority, as specified in Annex I of order F.No.6/18/2019-PPD dated 23-July-2020 and bidder must comply with all provisions mentioned in the order with subsequent amendment/ modifications, if any. Said order is available for download from the website of Department of Expenditure (DoE), Public Procurement Division, Ministry of Finance'.

25. TERMINATION

HLL reserve right to terminate/ cancel the Notification of award/ Letter of Indent/ Purchase order at any time for any reason without any liability on HLL.

ANNEXURE-1- SPECIFICATIONS

A. Fully Automated HbA1C Analyser:

1. System should be compact bench-top HPLC system
2. System should be fully automated and should not require any manual intervention for the operation of the system.
3. System should be able to use whole blood sample.
4. System should not use more than 20µl of whole blood sample and 400 µl of diluted sample.
5. System should not take more than 10 minutes to report the first result.
6. System should not take more than 2.5 minutes to analyze every HbA1c sample.
7. System should be equipped with auto sampler capable of automated hemolysis and sample dilution.
8. System should be equipped with primary tube sampling with cap-piercing facility.
9. System should be equipped for loading atleast 10 samples at a time. Optional ports for Calibration.
10. System should automatically differentiate manual dilution and auto dilution before sampling without any operator intervention.
11. System should maintain the column at an ambient temperature(20-30°C) and does not need temperature optimization for every change of kit.
12. System should not require the on-board refrigeration for reagents.
13. Each reagent kit should suffice for a minimum of 500 tests.
14. System should have on-board inventory monitoring system along with real time pressure monitoring.
15. System should have built-in LED colorimetric unit for quantification.
16. System should be equipped with built-in thermal printer for report delivery.
17. System should be equipped with RS232/LAN/USB port for computer interfacing.
18. System should be able to store more than 500 patient results.
19. System should be able to detect stable HbA1c.
20. Estimation of Stable HbA1c should be by means of true chromatographic separation and should not be mediated by a software or algorithm.
21. System should not need calibration on every change of Assay kits.
22. System should deliver CV <3%
23. System should be able to detect HbA1c between 3% and 19%
24. System should not have any interference between HbF upto 20% and any other derivatives of Hb.
25. System should be able to detect correct A1c Values in presence of abnormal hemoglobin variants like HbD, HbE, HbS and HbC in heterozygous condition.
26. System should not use primers before each run of batches and minimal reagent consumption during automated maintenance schedule.
27. System should have minimal automated maintenance procedures.
28. System should be free from regular decontamination processes and manual purging processes.
29. System should be LIMS Compatible.

30. System should have dedicated reporting software for data processing and unlimited chromatogram storage and easy review.
31. The company should be able to provide chromatogram guidebook with normal and abnormal Hb.
32. System should be NGSP (National Glycohemoglobin Standardisation Program) Certified and traceable to IFCC reference method.
33. System must be USFDA or European CE approved.

B. Fully Automated Immunoassay Analyser:

1. System should be a fully automated Walkaway Immunoassay Analyser.
2. System should be a continuous random access analyser.
3. System should have a throughput of 36 tests per hour.
4. System should be able to generate first sample report within 20 minutes and the subsequent results after every 100 seconds.
5. All the analytes should have reaction incubation time of 10 minutes.
6. System should be able to hold barcoded primary tubes.
7. System should be equipped with barcode enabled identification of sample tubes.
8. System should use the unit dose test cups which will contain the important reagents in a freeze dried format.
9. System should use unit dose test cups that do not require pre-mixing or pre measurement and should be directly loaded onto the analyser.
10. System should have the calibration stability of at least 90 days for all the analytes.
11. System should be based on the principle of photon emission enzyme immunoassay.
12. System should have a capacity of pipetting sample from volume of 10 to 125µl.
13. System should be enabled to perform daily check/daily priming of the analyser.
14. System should be enabled with automated level sensors.
15. System should be equipped with pressure detection enabled sample clot-detection mechanism.
16. System should have an extensive test menu that includes thyroid hormones, vitamins, tumor markers, fertility markers, cardiac markers, metabolic markers, etc.,
17. The system must be USFDA or European CE approved.

Rate List			
SI No	CGHS NO	INVESTIGATION LIST	Rate (Rs.)
1	1383*	Urine routine- pH, Specific gravity, sugar, protein and microscopy	35
2	1385*	Stool routine	32
3	1386*	Stool occult blood	24
4	1389*	Haemoglobin (Hb)	18
5	1390*	Total Leucocytic Count (TLC)	28
6	1391*	Differential Leucocytic Count (DLC)	28
7	1392*	Erythrocyte Sedimentation Rate (ECGHS NO)	25
8	1393*	Total Red Cell count with MCV, MCH, MCHC, DRW	30
9	1394*	Complete Hemogram/CBC, Hb, RBC count and indices, DLC, Platelet, ECGHS NO, Peripheral smear examination	122
10	1395*	Platelet count	43
11	1396*	Reticulocyte count	43
12	1397*	Absolute Eosinophil count (AEC)	43
13	1398*	Packed Cell Volume (PCV)	13
14	1400*	Smear for Malaria parasite	37
15	1041*	Bleeding Time	32
16	1046*	Activated partial Thromboplastin Time (APTT)	102
17	1418*	Blood Group & RH Type	30
18	1419*	Cross Match	45
19	1424*	Hepatitis B surface antigen (HBsAg)	100
20	1425*	Hepatitis C virus (HCV)	128
21	1426*	Human immunodeficiency virus- HIV I and II	150
22	1427*	Venereal Disease Research Laboratory test (VDRL)	40
23	1444*	Blood Glucose Random	24
24	1445*	24 hrs urine for Proteins, Sodium, creatinine	50
25	1446*	Blood Urea Nitrogen	49
26	1447*	Serum Creatinine	50
27	1448*	Urine Bile Pigment and Salt	23
28	1449*	Urine Urobilinogen	20
29	1450*	Urine Ketones	27
30	1451*	Urine Occult Blood	32
31	1452*	Urine total proteins	18
32	1453*	Rheumatoid Factor / Rh Factor test	90
33	1455*	Serum Uric Acid	50
34	1456*	Serum Bilirubin total & direct	72
35	1458*	C-reactive Protein (CRP)	100
36	1459*	C-reactive Protein (CRP) Quantitative	160
37	1461*	Albumin.	18
38	1463*	Serum Cholesterol	56
39	1465*	Glucose (Fasting & PP)	47

40	1466*	Serum Calcium-Total	54
41	1467*	Serum Calcium-Ionic	44
42	1468*	Serum Phosphorus	54
43	1469*	Total Protein Alb/Glo Ratio	50
44	1475*	Serum glutamic pyruvic transaminase (SGPT)/Alanine Aminotransferase (ALT)	50
45	1476*	Serum Glutamic oxaloacetic transaminase (SGOT)/Aspartate Aminotransferase (AST)	50
46	1477*	Serum amylase	105
47	1478*	Serum Lipase	117
48	1480*	Serum Magnesium	90
49	1481*	Serum Sodium	50
50	1482*	Serum Potassium	50
51	1483*	Serum Ammonia	90
52	1487*	Triglycerides	68
53	1488*	Glucose Tolerance Test (GTT)	90
54	1490*	Creatine Phosphokinase (CPK)/Creatine Kinase (CK)	100
55	1492*	Prothrombin Time (PT)	100
56	1493*	Lactate dehydrogenase (LDH)	100
57	1494*	Alkaline Phosphatase	54
58	1495*	Acid Phosphatase	78
59	1496*	CPK MB/CK MB	190
60	1499*	Troponin T	540
61	1508*	Urine pregnancy test	59
62	1510*	Glycosylated Haemoglobin (HbA1c)	130
63	1512*	Kidney Function Test (KFT)	203
64	1513*	Liver Function Test	225
65	1514*	Lipid Profile. (Total cholesterol, LDL, HDL, Triglycerides)	200
66	1518*	Vitamin B12 assay.	250
67	1526*	Low density lipoprotein (LDL)	62
68	1531*	Chloride	54
69	1532*	Magnesium.	135
70	1533*	Gamma-glutamyl transpeptidase (GGTP)	81
71	1534*	Lipase.	215
72	1552*	Calcidiol/25-hydroxycholecalciferol / Vitamin D3 assay (Vit D3)	550
73	1791*	Mantoux Test	175
74	1823*	Widal Test	60

FORMATS

A. OEM AUTHORIZATION LETTER FORMAT

(To be printed on the letterhead of the Original Equipment Manufacturer)

Date:[DD/MM/YYYY]

To,

Associate Vice President i/c and BH (HCS)

Healthcare Services Division

HLL Lifecare Limited

**HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,
Kerala, India, Email – hcstenders@lifecarehll.com**

Subject: Authorization Letter for [Bidder's Name]

Dear Sir/Madam,

We, [Name of the Original Equipment Manufacturer (OEM)], having our registered office at [OEM's Address], hereby authorize [Bidder's Name], having their office at [Bidder's Address], to participate in the tender [Tender Reference No.] for the **supply, installation, maintenance, and reagent supply** of [Equipment Name – Immunoassay Analyzer and HbA1c Analyzer] on our behalf.

We confirm that:

1. [Bidder's Name] is an authorized distributor/supplier for our [Equipment Name] in India.
2. We shall provide full technical support, training, and spare parts availability to [Bidder's Name] for the offered equipment.
3. The equipment supplied meets all applicable **CE/FDA/ISO** certifications and regulatory requirements.
4. We ensure that if [Bidder's Name] fails to provide service, we shall step in to fulfill the service and maintenance commitments during the contract period.
5. This authorization is valid for the entire duration of the contract.

We request you to accept this authorization letter as confirmation of our support to [Bidder's Name] for this tender.

For [OEM Name],
Authorized Signatory
(Signature with Seal)

Name:

Designation:

Email:

Contact Number:

B. DECLARATION FOR 48-HOUR SERVICE RESPONSE TIME

To,
Associate Vice President i/c and BH (HCS)
Healthcare Services Division
HLL Lifecare Limited
HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,
Kerala, India, Email – hcstenders@lifecarehll.com

Sub: Declaration for 48-Hour Service Response Time

Dear Sir/Madam,

We, **[Bidder's Name]**, having our registered office at **[Bidder's Address]**, hereby declare that we shall provide **preventive and corrective maintenance services** for the **[Equipment Name – Immunoassay Analyzer and HbA1c Analyzer]** supplied under **[Tender Reference No.]** within a **maximum response time of 48 hours** from the time of complaint registration.

We further confirm that:

1. We have a team of trained technical personnel available for maintenance and service support.
2. We will ensure prompt response and resolution of issues to minimize downtime.
3. In case of any unforeseen delays, we will provide alternative arrangements to ensure the continuity of laboratory operations.

This declaration is made in good faith, and we understand that non-compliance with the above commitment may lead to penalties or termination of the contract.

For **[Bidder's Name]**,

Authorized Signatory
(Signature with Seal)

Name:
Designation:
Email:
Contact Number:

C. DECLARATION FOR UNINTERRUPTED SUPPLY OF REAGENTS & CONSUMABLES

Date:[DD/MM/YYYY]

To,

Associate Vice President i/c and BH (HCS)

Healthcare Services Division

HLL Lifecare Limited

HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,

Kerala, India, Email – hcstenders@lifecarehll.com

Sub : Declaration for Uninterrupted Supply of Reagents & Consumables

Dear Sir/Madam,

We, **[Bidder's Name]**, having our registered office at **[Bidder's Address]**, hereby declare that we shall ensure the **continuous and uninterrupted supply** of all required **reagents and consumables** for the **[Equipment Name – Immunoassay Analyzer and HbA1c Analyzer]** supplied under **[Tender Reference No.]** for the entire contract period.

We further confirm that:

1. We have the necessary arrangements in place for the procurement and timely delivery of reagents and consumables.
2. We shall maintain sufficient stock to prevent any disruption in laboratory operations.
3. Any unforeseen supply chain issues will be promptly addressed with alternate arrangements to ensure continuity.

This declaration is made in good faith, and we understand that failure to comply with the above commitment may lead to penalties or contract termination.

For **[Bidder's Name]**,

Authorized Signatory

(Signature with Seal)

Name:

Designation:

Email:

Contact Number:

D. DECLARATION FORMAT – NOT BLACKLISTED

“(To be submitted in the letter pad of the firm indicating full name and address, telephone
& faxnumbers etc.)

To,

Associate Vice President (HCS)i/c
HLL Lifecare Limited
(A Government of India Enterprise),
HLL Bhavan, Poojappura, Thiruvananthapuram -695012, Kerala, India
Tel: 0471 2354949 , 2775500
Website – www.lifecarehll.com

I/we hereby confirm that I/we do not stand blacklisted/de-recognized/debarred/banned by any State Government / Central Govt. Organization /State Medical Corporations/ Director Health Services in India.

I/we hereby confirm that our firm/directors do not have any criminal record or not have been convicted by any court of law in India.

I/we have not any record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.

If, at any stage, it is found to be incorrect, I / we understand that we will be disqualified from the tender.

For **[Bidder's Name]**,

Authorized Signatory
(Signature with Seal)

Name:

Designation:

Email:

Contact Number: