

EXPRESSION OF INTEREST

FOR

**EMPANELMENT OF LABORATORIES TO PROVIDE ANTENATAL
SCREENING SERVICES FOR HINDLABS DIAGNOSTIC CENTRE &
SPECIALTY CLINIC TRIDA, THIRUVANANTHAPURAM**

Eoi No: HLL/ HCS/EOI/2025-26/04/Call2 Dated 29-09-2025



HLL LIFECARELIMITED

(A Govt. Of India Enterprise)

CIN : U25193KL1966GOI002621

HLL Bhavan, Poojappura,

Thiruvananthapuram -695012, Kerala, India

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

www.lifecarehll.com

Notice Inviting Expression of Interest (EOI) For Empanelment of Laboratories to provide Antenatal Screening Services to Hindlabs Diagnostic Center and Speciality Clinic Trida, Tvm

HLL Life care Limited, a Government of India Enterprise, invites Expression of Interest (EOI) from reputed firms to get empaneled as service providers for antenatal screening services to Hindlabs Diagnostic Center and Speciality Clinic Trida, Thiruvananthapuram

EOI No	:	HLL/ HCS/EOI/2025-26/04 Call2 Dated 29.09.2025
EOI PUBLISHING DATE	:	29.09.2025
LAST DATE AND TIME FOR RECEIPT OF EOI	:	21.10.2025 14.00 HRS
TIME AND DATE OF OPENING OF THE EOI	:	22.10.2025 14.00 HRS
PLACE OF OPENING OF BID	:	HLL LIFECARE LIMITED HLL BHAVAN, POOJAPPURA, TRIVANDRUM, KERALA- 695012 PHONE NO – 0471 2354949
ADDRESS FOR COMMUNICATION	:	AVP i/c and BH (HCS) HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED, HLL BHAVAN, POOJAPPURA TRIVANDRUM, KERALA- 695012 PHONE NO – 0471 2354949
EMAIL ID	:	hcstenders@lifecarehll.com

**AVP i/c & BH (HCS)
HEALTHCARE SERVICES DIVISION**

For MSME registered bidders, the proof of registration in the line of work and monetary limit shall be attached. The EOI documents will be free of cost for them, and such bidders will be exempted from EMD.

Preference to Make in India products (For bids < 200 Crore): Preference shall be given to Class 1 local Service Provider 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 Service Provider will be as defined in Public Procurement (Preference to Make in India), Order 2017.

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 Service Providers as per MII order dated 16.9.2020 will be eligible to bid. Non - Local Service Providers 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.

Bidders quoting equipment manufactured in countries sharing land border with India: 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.

1. COMPANY BACKGROUND

HLL Lifecare Limited (HLL) is 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.

HINDLABS

Healthcare Services (HCS) Division of HLL Lifecare Limited provides Medical Diagnostic Services (Laboratory, Imaging, and Tele Radiology) and other facilities like Wellness Clinic/Polyclinic to partner institutions under the brand name “HINDLABS”. Our first center in association with CGHS started in February 2008 in New Delhi. Currently, HLL has over 225 Diagnostic labs, 4000 collection centers (Which includes PHC, RH, DH, SSH, RRH, WH & MH) and more than 50 medical imaging centres in various states and cities across India. In addition to those facilities, sample collection is being done through diagnostic labs from direct walk-in patients. We operate in Government Medical College Hospitals (GMCH) in Kerala. HLL is engaged in the NFDS (National Free Diagnostic Scheme), the projects under NHM in the States of Maharashtra and Assam for providing Free Medical diagnostic services to the patients in the Public Sector. In the State of UP, the NFDS is being implemented for the FREE-CT Scans to the beneficiaries in the State of UP. Through its various ventures, Healthcare Services Division targets market intervention to bring down the cost of various services and products to make them affordable for common man

2. INTRODUCTION

The HCS division of HLL has established and is operating a diagnostic center cum polyclinic at Trida Complex, Medical College, Thiruvananthapuram. Operational since 2016, this polyclinic provides a wide range of diagnostic services including Biochemistry, Hematology, Serology, Clinical Pathology, Microbiology, Specialized Tests, Radiology (X-Ray, USG), Fetal Medicine, Cardiology, Neurology, Physiotherapy, and Dental care—all at affordable rates.

Through this Expression of Interest (EOI), HLL intends to empanel qualified and compliant laboratories to support antenatal screening services at Hindlabs Diagnostic Centre & Specialty Clinic-Trida, Thiruvananthapuram. The empaneled labs must adhere to all applicable national and international standards and offer services at the rates specified in this EOI.

3. SCOPE OF EOI:

The antenatal screening tests must be highly reliable, clinically validated, and conducted using certified platforms compliant with relevant regulatory norms. The selected laboratories must hold appropriate accreditations (NABL mandatory, CAP desirable), comply with PCPNDT Act provisions, and ensure ethical reporting standards. The empanelled laboratory shall be responsible for end-to-end diagnostic services related to antenatal screening, with strict adherence to quality, regulatory, and reporting standards. The detailed scope of work includes but not limited to:

- a. **Sample Collection and Transportation:** The empaneled laboratory shall ensure timely and safe collection of samples from Hindlabs, Trida. It shall be fully responsible for the secure and temperature-controlled transportation of these samples to the processing laboratory, maintaining sample integrity at all times.
- b. **Testing and Reporting:** Conduct all prescribed antenatal screening tests with accuracy and within the defined Turnaround Time (TAT). The laboratory must ensure seamless processing and prompt delivery of validated test reports to the concerned authorities or healthcare providers.
- c. **Quality Assurance and Compliance:** Maintain the highest standards of quality control across all testing processes. The laboratory must comply with all applicable national and international regulatory requirements
- d. **Data Security and Confidentiality:** Ensure secure handling, storage, and transmission of patient data and samples. Confidentiality must be maintained at all stages, in accordance

with applicable data protection laws and ethical practices. Ethical handling of sensitive medical information shall be ensured.

- e. **Counseling and Interface Support:** Provide expert counseling support or interface services, particularly for genetic testing, as and when required by the referring clinician or healthcare provider.
- f. **Traceability and Documentation:** Maintain complete documentation and traceability of all samples, reports, and communication, as per NABL standards and institutional protocols. Regular audit and compliance checks must be facilitated.
- g. **Coordination and Communication:** Establish a designated nodal contact person for communication and coordination, including escalation of any delays, discrepancies, or clinical concerns.
- h. **Logistics and Resource Allocation:** Ensure availability of necessary logistics, trained manpower, and resources to manage daily operations effectively, including buffer arrangements for emergencies or high workload periods.

The following is the panel of antenatal and genetic diagnostic tests identified by HLL for processing through the empaneled laboratories. The listed tests, along with the prices fixed for each test and defined turnaround times (TAT), shall form the scope of services under this empanelment.

SL NO	TEST NAME	Price	TAT
1	Daisy prenatal test (NIPT)	7000	1 week
2	Chromosomal Microarray-cytoscan 750 K genechip+ MCC	15000	3 WEEKS
3	Chromosomal Microarray-cytoscan 315 K genechip+ MCC	6500	3 WEEKS
4	Aneuploidy by QF PCR (with MCC)	2500	5 days
5	CVS Karyotyping only	4500	2 weeks
6	Blood Karyotyping only.	1500	2 weeks
7	Quadruple Marker (Auto Delphia)	1000	2 weeks
8	Double Marker	600	1 week
9	Enhanced first Trimester Screening (eFTS) (Aneuploidy Pre-eclampsia.	1500	1 WEEK
10	Amniotic Fluid –Karyotyping	5000	2 weeks
11	Amniotic Fluid -Karyotyping & FISH for Aneuploidy	7500	2 weeks

	Screening (13, 18, 21, X, Y Probes)		
12	Karyotyping and prenatal Bobs	12000	2 weeks
13	DNA Storage	800	
14	Prenatal sanger 15 single variant analysis + MCC	6500	4 weeks

HLL reserves the right to decide which specific tests will be referred to the empaneled laboratories from time to time. Any future additions or modifications to the panel, if required, shall be undertaken based on mutual discussion and written consent. All patient data, test reports, and related information shared with the service provider shall remain the exclusive property of HLL and must not be disclosed or used for any purpose other than service execution, without prior written approval from HLL.

4. SELECTION PROCESS

The service providers, who meets the terms and conditions of this EOI shall be evaluated and empanelled after scrutiny. Qualification criteria for empanelment is listed below.

5. PAYMENT TERMS

The payment terms are as follows: -

- The empanelled firm may raise invoices on monthly basis, including details of the samples reported by them during the month.
- HLL shall process and release payments within 30 days of receipt of the invoice. Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the Supplier at rates as notified from time to time.
- The amount shall be paid by HLL in Indian Rupees.
- Acceptance of the payment terms shall form part of the bid. In case the payment terms are not accepted, the bid is likely to be rejected.

6. QUALIFICATION CRITERIA AND OTHER TERMS & CONDITIONS

Laboratories applying for empanelment must meet the following technical and regulatory eligibility criteria:

- a. Must be a registered entity with Minimum 3 years of experience in providing antenatal screening and/or genetic diagnostic services
- b. Must not have been blacklisted by any government or private institution in the last 3 years
- c. Average annual turnover should not be less than 10 Lakhs in the last three financial years and should have positive net worth.
- d. Must hold valid NABL accreditation (ISO 15189) for all relevant test categories. If any test is outsourced, the referral lab must also be NABL-accredited for that scope.
- e. CAP Accreditation for relevant tests are desirable.
- f. All antenatal screening tests (e.g., Double Marker, Quadruple Marker, eFTS) must be conducted using FMF-certified software or other internationally approved platforms for prenatal risk assessment.
- g. For genetic and chromosomal testing (e.g., NIPT, CMA, QF-PCR, Karyotyping, Sanger sequencing), labs must follow standards and reporting frameworks issued by ACMG, CAP, or ICMR, as applicable.
- h. All genetic and molecular testing must comply with ICMR guidelines, including ethical reporting, informed consent, variant interpretation, and post-test counseling where required.
- i. Laboratories performing prenatal diagnostics must be registered under the PCPNDT Act, and remain fully compliant with its provisions.
- j. All analyzers, platforms, and test kits must be CE-IVD certified or CDSCO-approved, wherever applicable.
- k. Laboratories offering DNA storage must comply with ICMR biobanking guidelines, including documented consent, traceability, and secure long-term storage.
- l. Must operate with validated SOPs, internal quality control systems, and participate in External Quality Assurance Schemes (EQAS).
- m. Diagnostic reports must be prepared and verified by qualified professionals in genetics, pathology, or molecular diagnostics, and must be clinically interpretable and legally compliant.

General terms

a.	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
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	damage is caused by any act or omission on its part.
b.	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.
c.	EOI participants are requested to keep the information and details strictly confidential.
d.	HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EOI and other expenses.
e.	HLL reserves the right to engage more than one Service Providers
f.	HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
g.	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.
h.	The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.

7. 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 single Envelope system from the registered and eligible firms at CPP Portal.

The Bid should contain dully filled, signed and scanned soft copy documents as mentioned in this EOI document. The price acceptance forms integral part of this.

Note:-

1. HLL Lifecare Limited reserves the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then HLL shall take the following

action:

- a) The agency shall be liable for debarment from tendering in HLL Lifecare Limited, apart from any other appropriate contractual /legal action.
2. On demand of the Tender Inviting Authority, this whole set of certificates and documents shall be send to the Tender Inviting Authority's office address (as given in the NIT) by registered post/Speed post of India Post in such a way that it shall be delivered to the Tender Inviting Authority before the deadline mentioned. The Tender Inviting Authority reserves the right to reject any bid, for which the above details are not received before the deadline.
3. 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.

8. DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID:

- a. 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.
- b. Certificate of Incorporation / Registration of the Laboratory
- c. Laboratory Profile indicating at least 3 years of experience in antenatal screening and/or genetic diagnostic services
- d. Self-declaration (on letterhead or affidavit) confirming that the laboratory has not been blacklisted by any government or private entity in the last 3 years and there are no ongoing cases against the organization (Annexure-5)
- e. Turnover certificate from a Chartered Accountant confirming average annual turnover and Audited Financial Statements for the last 3 financial years (Balance Sheet, P&L Statement)
- f. Valid NABL Accreditation Certificate (ISO 15189) for all relevant test categories and Copy of NABL Scope of Accreditation
- g. NABL Accreditation Certificate(s) for any referral/outsourced laboratories (if applicable)
- h. CAP Accreditation Certificate for relevant tests (if available)
- i. Certificate/documentation for use of FMF-certified software or internationally accepted platforms for antenatal screening
- j. CE-IVD certification / CDSCO approval for analyzers, platforms, and test kits used in diagnostics
- k. PCPNDT Registration Certificate (for laboratories performing prenatal diagnostics)
- l. ICMR compliance declaration covering Ethical reporting standards, Informed consent procedures, Variant interpretation framework and Post-test genetic counseling processes
- m. Proof of participation in recognized External Quality Assurance Schemes (EQAS)

- n. List of key analyzers/platforms used along with technical specifications and certifications
- o. Qualifications and CVs of report-verifying professionals (Geneticists / Pathologists / Molecular Diagnostics Experts)
- p. Documentation of compliance with ICMR biobanking guidelines (if DNA storage is offered).
- q. Duly filled Annexures
- r. Bid form as per ANNEXURE-1
- s. Power of attorney for signatory of EOI in Rs.200 stamp paper duly notarized
- t. ANNEXURE-2 - SELF DECLARATION – COMPLIANCE TO RULE 144 (XI) OF GFR 2017
- u. ANNEXURE-3 - SELF DECLARATION – MAKE IN INDIA PREFERENCE
- v. A brief about Bidder's firm including
 - Background about the Firms, legal status of the company, number of staff, turnover and years in business etc.
 - The Core Competencies/ Core Area of working of the Organizations.
 - Experience in India, and/or other key markets.
 - If required HLL may call for a presentation for assessment of capabilities.
- w. Declaration regarding previous legal disputes, if any.
- x. Declaration regarding non conviction in any illegal activities

9. GENERAL INSTRUCTIONS TO BIDDERS:

- 9.1 This EOI is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>
- 9.2 EOI 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-EOI shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
- 9.3 The EOI and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
- 9.4 The EOI 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 EOI document.
- 9.5 All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. EOIs/bids shall be

accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late EOIs will not be accepted.

9.6 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.

9.7 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.

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

9.9 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.

9.10 Registration

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

- e) 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.
- f) 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.
- g) 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 EOI 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 EOI.
- h) Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- i) 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.
- j) 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 EOI.

9.11 Searching for EOI Documents

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active EOIs by several parameters. These parameters could include EOI ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for EOIs, wherein the bidders may combine a number of search parameters such as Organization
- b) Once the bidders have selected the EOIs they are interested in, they may download the required documents/EOI schedules. These EOIs 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 EOI document.

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

9.12 Preparation of Bid

- a) Bidder should take into account any corrigendum published on the EOI 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 involves 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 EOI 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 document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- f) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the EOI document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- g) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
- h) Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents

space, this does not automatically ensure these Documents being part of Technical Bid.

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

9.14 EOI participants are required to upload the digitally signed file of scanned documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

9.15 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: -

9.16 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 EOIs, bidders are requested to contact the respective EOI Inviting Authority

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

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

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

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

9.19 The bids shall be opened online at the Office of the AVP i/c and BH (HCS) in the presence of the Bidders/their authorized representatives who wish to attend at

the above address. If the EOI opening date happens to be on a holiday or non-working day due to any other valid reason, the EOI opening process will be done on the next working day at same time and place.

9.20 More details can be had from the Office of the AVP i/c and BH (HCS) during working hours. The EOI 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.

9.21 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.

9.22 Online EOI Process:

The EOI process shall consist of the following stages:

- i. Downloading of EOI document: EOI document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- ii. 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 EOI 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 EOI and empanelment: The technical bids will be opened, evaluated and empanelled as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. All the bidders who meet the technical evaluation criteria will be empanelled. After empanelment, as and when requirement arises, HLL will invite RFQ from the empanelled bidders, based on the specific nature of requirement.

- 9.23 HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the EOI and bidder shall be bound to perform the same at his quoted rates.
- 9.24 In case, it is found during the evaluation or at any time before placing of PO or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare as deemed fit.
- 9.25 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.
- 9.26 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.
- 9.27 HLL Lifecare Limited Ltd reserves the right to amend or withdraw any of the terms and conditions contained in the EOI document including scope of work or reject any or all EOIs without giving any notice or assigning any reasons.
- 9.28 **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>).
- 9.29 **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.

10. CLARIFICATION OF BIDS

- 10.1. To assist in the examination, evaluation, and comparison of bids, the EOI Inviting Authority may ask the bidder for required clarification on the information submitted with the bid. The request for clarification and the response shall be in writing or by e-mail.
- 10.2. No Bidder shall contact the EOI Inviting Authority on any matter relating to the

submitted bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the EOI Inviting Authority, he shall do so in writing.

11. EXAMINATION OF BIDS AND DETERMINATION OF RESPONSES

- 11.1. During the bid opening, the EOI Inviting Authority will determine for each Bid whether it meets the required eligibility as specified in the note inviting EOI.
- 11.2. A substantially responsive bid is one which conforms to all the terms, conditions, and requirements of the bidding documents, without any deviation or reservation only will be considered.
- 11.3. Non submission of legible or required documents or evidences may render the bid non-responsive.

12. DEADLINE FOR SUBMISSION OF THE EOI FOR INTERESTED BIDDERS

- 12.1. Bid shall be received only online on or before the date and time as notified in EOI.
- 12.2. 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).
- 12.3. Modification, Resubmission and Withdrawal of EOIs
- 12.4. 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.
- 12.5. 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.
- 12.6. 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.

13. BID OPENING AND EVALUATION

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

14. 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.

If any clarification is needed from bidder about the deficiency in his uploaded documents in Envelope- I, he will be asked to provide it through CPP portal. The bidder shall upload the requisite clarification/documents within time specified by HLL Lifecare Limited, failing which tender will be liable for rejection. In extraordinary circumstances the bidders may be requested to submit the deficient documents intimated through the e-tendering portal additionally by e-mail (As mentioned in the NIT)

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.

15. CLARIFICATION OF BIDS

- 15.1. To assist in the examination, evaluation, and comparison of bids, the Tender Inviting Authority may ask the Interested bidder for required clarification on the information submitted with the bid. The request for clarification and the response shall be in writing or by e-mail, but no change in the price or substance of the Bid shall be sought, offered, or permitted.
- 15.2. No Bidder shall contact the Tender Inviting Authority on any matter relating to the submitted bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Tender Inviting Authority, he shall do so in writing.

16. EXAMINATION OF BIDS, AND DETERMINATION OF RESPONSIVENESS

- 16.1. During the bid opening, the Tender Inviting Authority will determine for each Bid whether it meets the required eligibility as specified in the NIT and the required documents and certificates.
- 16.2. A substantially responsive bid is one which conforms to all the terms, conditions, and requirements of the bidding documents, without material deviation or reservation.
- 16.3. A material deviation or reservation is one:-
 - which affects in any substantial way the scope, quality, or performance of the Works;

- which limits in any substantial way, inconsistent with the bidding documents, the Purchaser's rights or the Bidder's obligations under the Contract;

or

- Whose rectification would affect unfairly the competitive position of other Bidders presenting substantially responsive EOIs

- 16.4. If a EOI is not substantially responsive, it may be rejected by the Tender Inviting Authority, and may not subsequently be made responsive by correction or withdrawal of the nonconforming material deviation or reservation.
- 16.5. Non submission of legible or required documents or evidences may render the bid non-responsive.
- 16.6. Bidder can witness the principal activities and view the documents/summary reports for that particular work by logging on to the portal with his DSC from anywhere.
- 16.7. In case only single bid is received, then the purchaser reserves the right to accept/reject the bid as per prevailing norms of GFR and CPP portal, or to go for retender.

17. BID VALIDITY

- 17.1 Bids shall remain valid for a period of **2 years** from the date of empanelment. A bid valid for a shorter period shall be rejected by HLL as non-responsive.
- 17.2 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.

18. ALTERATIONS AND ADDITIONS

- 18.1. 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 initialled by the person or persons signing the bid.
- 18.2. 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.

19. EMPANELMENT :

- 19.1. Qualified parties will be empanelled from the date of Notification of Award.
- 19.2. The EOI Inviting Authority reserves the right to accept or reject any Bid and to cancel the Bidding process and reject all bids at any time prior to the empanelment, without thereby incurring any liability to the affected Bidder or Bidders.
- 19.3. Empanelment will be initially valid for a period of 24 months from the date of Notification of Award and the same can be extended after reviewing the performance.
- 19.4. During the tenure of empanelment, as and when requirement arises, based on the specific nature of the project HLL will invite separate financial quotes from eligible empanelled strategic partners.

20. INDEMNIFICATION, CONFIDENTIALITY & COMPLIANCE

- 20.1. The empaneled laboratory shall be fully responsible for the accuracy, validity, and compliance of all diagnostic reports, particularly those related to genetic testing and prenatal screening. All services must adhere to applicable guidelines and statutory requirements, including those issued by NABL, ICMR, CAP, and the PCPNDT Act.
- 20.2. The laboratory must maintain strict confidentiality of all patient data, reports, and business information shared by HLL. This information shall be used solely for service delivery and shall not be disclosed to any third party without prior written consent from HLL, unless required by law. The obligation of confidentiality shall survive the expiry or termination of the contract.
- 20.3. The laboratory shall ensure ethical practices in testing, including informed consent, accurate interpretation, and post-test counseling where applicable. Any deviation from ethical, clinical, or legal standards shall be treated as a breach of contract.
- 20.4. In the event of any legal dispute, claim, or penalty arising from the services provided, including errors in reporting, regulatory non-compliance, data breaches, or ethical violations—the empaneled laboratory shall bear full responsibility. All costs, expenses, and liabilities related to the handling or resolution of such cases shall be solely borne by the empaneled laboratory. HLL shall be fully indemnified and held harmless against any such claims or proceedings.

21. CONFLICT OF INTEREST.

The selected Strategic Partners shall not engage in activities that are in conflict with interest of the client (HLL) under the assignment and they would not engage in any

contract that would be in conflict of interest with their current obligations. The selected Strategic Partner that has a business of family relationship with such members of HLL staff who are directly or indirectly involved in this assignment will not be awarded the assignment.

22. TERMINATION

Empanelment will be terminated on completion of period mentioned in the agreement and upon completion of all obligations by the parties. HLL reserves the right to terminate/ cancel the Notification of award/ agreement/empanelment at any time for any reason without any liability on HLL. HLL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, terminate the Contract in whole or part; if the Strategic partner fails to perform any obligation(s) under the empanelment. In such event the Strategic partner will be liable for all the consequent losses to HLL.

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

- 23.1. 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.
- 23.2. HLL does not bind itself to accept the lowest 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.
- 23.3. 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.
- 23.4. Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.
- 23.5. 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.

24. 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.

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.

26. RESTRICTIONS UNDER RULE 144 (XI) OF GFR 2017 FOR BIDDERS FROM A COUNTRY SHARING LAND BORDER WITH INDIA.

Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority, as per order no F.No.6/18/2019-PPD dated 23-July-2020 (Rule 144 (xi) of GFR) inclusive of the latest amendments issued by Ministry of Finance, GOI at Appendix of this bidding document. The bidder must comply with all provisions mentioned in this order. A self-declaration (as per format provided in Annexure 2) with respect to this order must be submitted.

27. PROVISIONS OF PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA) ORDER 2017

Statutory exemptions as per relevant guidelines shall be applicable for MSE vendors. Preferences for Make in India products / services shall be applicable in line with Government Order No.P-45021/12/2017PP (BE-II), 2017 (published by Department for Promotion of Industry and Internal Trade) inclusive of the latest amendments. Self-declaration to be submitted to claim MAKE IN INDIA preference as per Annexure 3.

ANNEXURE-1

BID FORM

Ref:

Date:

To,

AVP i/c and BH (HCS)

HLL Lifecare Limited,

HLL Bhavan, Poojappura,

Thiruvananthapuram -695012 Kerala, India

Tel: +0471 2354949

Website – www.lifecarehll.com

Dear Sir,

EOI: EMPANELMENT OF LABORATORIES TO PROVIDE ANTENATAL SCREENING SERVICES
FOR HINDLABS DIAGNOSTIC CENTER & SPECIALITY CLINIC, TRIDA,
THIRUVANANTHAPURAM

Sir/Madam,

Having examined I/we, the undersigned, offer to provide antenatal diagnostic laboratory services as detailed in the EOI document.

Having examined the contents of the Expression of Interest (EOI) No. _____ dated _____ issued by HLL Lifecare Limited, including the corrigendum's, the receipt of which is hereby acknowledged, we, the undersigned, offer our services in full conformity with the Bidding Documents for the total amount against the services as indicated in the price Schedule. We undertake that in case our bid is accepted, we shall commence work and shall make all reasonable endeavour to achieve contract acceptance.

We agree to abide by this bid, which, in accordance with consists of this letter, the Price Schedule, letter of authorization, documents establishing conformity, and to this Bid Form, up to the period mentioned in the EOI document bids and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period. I/We hereby agree to the terms and conditions specified in the EOI and declare as follows:

1. I/We agree to provide the antenatal diagnostic services as and when required by HLL Lifecare Limited, in accordance with the specifications, scope of services, and terms defined in the EOI and its subsequent amendments, if any.
2. I/We agree to indemnify and hold harmless HLL Lifecare Limited, its employees, officers, and affiliates, from and against any and all claims, losses, liabilities, damages, penalties, actions, proceedings, or expenses (including legal costs), arising out of or in connection with:
 - any act or omission on our part in the delivery of antenatal services;
 - breach of applicable laws or regulations;
 - deficiencies or errors in the diagnostic services provided.
3. I/We declare that all information furnished in the bid is true and correct to the best of my/our knowledge. I/We understand that any misrepresentation or concealment of facts shall be grounds for disqualification or termination of empanelment.

We agree to all terms and conditions of the Bid Document and subsequent amendments. We submit this bid in anticipation of being empaneled as a service provider and assure our full commitment to delivering quality antenatal services as per the guidelines of HLL Lifecare Limited.

Dated this [insert: number] day of [insert: month], [insert: year].

Signature.....

Name.....

Full Address with contact person Name, Phone number and Email

Designation and Common Seal...

Annexure-2 – Price Acceptance Form

Ref: Expression of Interest (EoI) For Empanelment of Laboratories to provide Antenatal Screening Services to Hindlabs Diagnostic Centre and Speciality Clinic Trida

The undersigned hereby agrees to the following prices for antenatal diagnostic services as listed below and affirms willingness to offer the services at these rates as part of the empanelment process initiated by HLL Lifecare Limited (Hindlabs TRIDA):

SL NO	TEST NAME	Price
1	Daisy prenatal test (NIPT)	7000.00
2	Chromosomal Microarray-cytoscan 750 K genechip+ MCC	15000.00
3	Chromosomal Microarray-cytoscan 315 K genechip+ MCC	6500.00
4	Aneuploidy by QF PCR (with MCC)	2500.00
5	CVS Karyotyping only	4500.00
6	Blood Karyotyping only.	1500.00
7	Quadruple Marker (Auto Delphia)	1000.00
8	Double Marker	600.00
9	Enhanced first Trimester Screening (eFTS) (Aneuploidy Pre- eclampsia.	1500.00
10	Amniotic Fluid –Karyotyping	5000.00
11	Amniotic Fluid -Karyotyping & FISH for Aneuploidy Screening (13, 18, 21, X, Y Probes)	7500.00
12	Karyotyping and prenatal Bobs	12000.00
13	DNA Storage	800.00
14	Prenatal sanger 15 single variant analysis + MCC	6500.00

Declaration:

I/We hereby confirm that the above prices are acceptable and will remain firm during the period of empanelment. I/We also understand that these rates will be binding if selected as an empaneled service provider for Hindlabs TRIDA.

Authorized Signatory: _____

Name: _____

Designation: _____

Organization Name: _____

Date: _____

Seal: _____

ANNEXURE-3

SELF DECLARATION – COMPLIANCE TO RULE 144 (XI) OF GFR 2017

Ref: Expression of Interest (Eoi) For Empanelment of Laboratories to provide Antenatal Screening Services to Hindlabs Diagnostic Center and Speciality Clinic Trida

We,

.....

.....

.....

(Include name and address of the bidder)

Hereby declare that we are eligible to bid for the tender:

(Include EOI number and date)

As per the eligibility stipulated by Government Order no F.No.6/18/2019-PPD dated 23-July-2020 inclusive of the latest amendments regarding insertion of rule 144(Xi) in the General Financial Rules (GFR) 2017, issued by Ministry of Finance, Government of India.

We are aware that any bidder indenting to participate in this tender who is from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority as per the GO.

Date:

Signature of the Bidder:

Place:

Name with seal:

Designation:

Address:

ANNEXURE-4
SELF DECLARATION – MAKE IN INDIA PREFERENCE

In line with Government Public Procurement Order No. P-45021/2/2017-BE-II dt. 15.06.2017, as amended from time to time and as applicable on the date of submission of tender, we hereby certify that we M/s_____ (supplier name) are local supplier meeting the requirement of minimum Local content (50%) as defined in above orders for _____ the _____ material _____ against _____ Tender No_____ Details of location at which local value addition will be made is as follows: -----

----- We also understand, false declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rule for which for which a bidder or its successors can be debarred for up two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

Seal and Signature of Authorized Signatory

ANNEXURE-5
DECLARATION FORMAT – NOT BLACKLISTED
(To be submitted in the letter pad of the firm)

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

Ref: EOI No:

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 in the past three years.

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: