

HLL/CHO/HCS/ML/2017-18/01

31-07-2017

- NOTICE INVITING EXPRESSION OF INTEREST -

**FRANCHISEE/BUSINESS ASSOCIATES TO
ESTABLISH & OPERATE COLLECTION
CENTRES AND MEDICAL LABORATORY
FACILITIES IN NORTH EASTERN STATES.**

About Us

HLL Lifecare Limited (HLL) is a public sector undertaking under the administrative control of the Ministry of Health & Family Welfare, Government of India. HLL's purpose of business is "to be a globally respected organization focusing on inclusiveness by providing affordable and quality healthcare solutions through continuous innovations". In its quest to become a comprehensive healthcare solutions provider, HLL had diversified into hospital products, healthcare and retail services, while nurturing its core business of providing quality contraceptives.

The Healthcare Services Division of HLL provides Medical Diagnostic Services (Laboratory and Imaging) and other facilities like Wellness Clinic/Polyclinic to partner institutions in a PPP model. Our first center in association with CGHS started functioning since February 2008 in New Delhi. Presently HLL operates Medical Laboratories with High end equipment and is involved in the medical imaging services too. Presently we are operating in Kerala, Karnataka, Tamil Nadu, Odisha, Maharashtra, Delhi, Chhattisgarh, West Bengal, Haryana & Assam. The Healthcare Services Division (HCS) of HLL is planning to set up Diagnostic Services in various states across North Eastern Part of India. For this expansion plan, HLL is in the lookout for franchisee/Business Associates to provide complementary services which will enable HLL establish the centers/services across India. This Expression of Interest (EOI) is invited for selection of franchisee/Business Associates in Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura for the following:

1. Establish & Operate sample collection centers in the designated locations in each state.

The bidder has to find out appropriate space for sample collection centers and has to set up the facility, appointed required manpower etc. The samples collected need to be sent to the nearest Hindlabs for performing the tests.

2. To provide Laboratory testing services, which includes hematology/ microbiology/ biochemistry/ immunoassay/ pathology tests etc.

The bidder has to establish the laboratory set up with adequate machines, manpower and sufficient infrastructure. The tests should be performed as per the SoP given by HLL.

If the lab is not having the facility to perform the specialty tests, then the samples need to be send to HLL labs or their approved outsource laboratories as per HLL's direction.

Eligibility Criteria

For Setting up Collection Centre

a.	Bidder should have valid Aadhar Card and PAN card
b.	Bidder should have sufficient business experience in Social Projects/ Healthcare /Logistics management
c.	Bidde should have an Average Annual Turnover of Rs 3.00 Lakhs or above for last 3 financial years (i.e.2014-15, 2015-16 and 2016-17). Audited annual Reports of the service provider to be submitted.
d.	Net worth of the bidder should be positive during the last three financial years (i.e.2014-15, 2015-16 and 2016-17). Audited annual Reports of the service provider to be submitted.

For Setting up Medical Laboratory Facility

a.	Bidder should have valid Aadhar Card and PAN card
b.	The bidder should have experience of at least 2 years in processing the clinical specimens for under taking hematology/microbiology/ biochemistry /immunoassay/pathology tests from the various clinical specimens. Copy of the past/specimen test reports done by the lab to be submitted as proof.

c.	The lab should be equipped with all necessary equipment/ systems to undertake the test. Details of the equipment available, equipment capacity for under taking various tests mentioned to be submitted as proof.
d.	The lab should have the experience in handling minimum of 30 patient samples per day. Copy of the test reports to be submitted as proof.
e.	The lab should have qualified lab technicians/ biochemist/ pathologists /microbiologist. The profile of the employees to be submitted for evaluation.
f.	Net worth of the bidder should be positive during the last three financial year's (i.e.2014-15, 2015-16 and 2016-17). Audited annual Reports of the service provider to be submitted.
g.	The bidder should have an average annual turnover of Rs.5.00 Lacs during the last three financial years (i.e.2014-15, 2015-16, 2016-17). The annual report of the bidder to be submitted.
h.	NABL accredited labs will get weightage during the evaluation

The last date for submission of the EOI is 22nd August 2017; 3:00 P.M. The bids submitted after the stipulated time will not be considered for evaluation and shall be rejected.

I. SELECTION PROCESS

- The franchisee/Business Associates shall be shortlisted/ empanelled based on the evaluation of EOI submitted. The EOI will be evaluated based on the eligibility criteria to select the qualified service providers.
- HLL may invite bid/tender only from shortlisted/ empanelled parties based on the EOI evaluation.
- HLL may reject proposals if they are found to be unresponsive to the requirements.

II. DOCUMENTS TO BE SUBMITTED WITH EOI/BID

- Copy of Aadhar card & PAN Card
- Profile of the Organization
- Organization Structure
- Memorandum of Association/Articles of Association(if applicable)
- Authenticated copy of the certificates of incorporation/registration of the organization(if applicable)
- Authenticated copy of annual accounts for the last three years
- Certificate from HR mentioning resources deployed on project
- Authorization letter in the company letterhead authorizing the person signing the bid for this EOI
- Work orders of the cited projects
- Lab lay out/area
- List of Lab equipment
- Profile of technical staff
- List of tests conducted by the service provider
- Details of available space where the bidder is going to set up the Collection Centre & Laboratory

III. MODE OF SUBMISSION OF EXPRESSION OF INTEREST/BID

Documents in electronic form will not be accepted.

Documents to prove the eligibility criteria should be submitted in a sealed envelope marked '**ELIGIBILITY CRITERIA**' in the format provided with all relevant documents to prove the eligibility.

The documents eligibility criteria and other relevant documents may be submitted in a sealed envelope marked "**Franchisee/Business Associates to Establish & Operate collection centres and Medical Laboratory facilities in North Eastern States.**"

Note:

- 1) Conditional offers are liable for rejection.
- 2) The Bidders should give clause by clause compliance of EOI with references to supporting documents; otherwise the offers are liable for rejection.
- 3) The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
- 4) While the Expression of Interest has been prepared in good faith, HLL does not make any commitment or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statement or omission herein, or the accuracy, completeness or reliability of information contained herein, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this request, even if any loss or damage is caused by any act or omission on its part.
- 5) Organizations are requested to keep the information and details strictly confidential. We are looking for your support and co-operation in getting fully responsive Expression of interest.
- 6) HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EOI and other expenses.
- 7) HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
- 8) 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.
- 9) 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.
- 10) The bidder will have to enter into an agreement with HLL before commencement of services

11) Any additions/amendments to this EOI shall be uploaded in HLL's website www.lifecarehll.com

Interested parties qualifying the above conditions may express their interest in writing with a brief on the proposed partnership to the following address along with relevant documents.

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Healthcare Services Division
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