

REQUEST FOR QUOTE

Document for

IDENTIFICATION OF STRATEGIC BUSINESS ASSOCIATE FROM EMPANELLED FIRMS FOR ASSISTANCE IN A STATEWIDE MEDICAL LABORATORY PROJECT

RFQ No: HLL/HCS/RFQ/2026-27/01 Dated 17.04.2026



HLL LIFECARE LIMITED

(A Govt. Of India Enterprise)

CIN : U25193KL1966GOI002621

HLL Bhavan, Poojappura,

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www.lifecarehll.com

**NOTICE INVITING REQUEST FOR QUOTE (RFQ) FOR IDENTIFICATION OF STRATEGIC
BUSINESS ASSOCIATE FROM EMPANELLED FIRMS FOR ASSISTANCE IN A STATEWIDE
MEDICAL LABORATORY PROJECT**

HLL Life care Limited, a Government of India Enterprise, invites financial quotes from empaneled firms under medical laboratory segment (category A) for support in setting up and operations of a statewide medical laboratory project as per the terms and conditions of this RFQ document.

RFQ No	:	HLL/HCS/RFQ/2026-27/01 Dated 17.04.2026
RFQ PUBLISHING DATE	:	17.04.2026
LAST DATE AND TIME FOR RECEIPT OF RFQ	:	27.04.2026 , 16:00 Hrs
TIME AND DATE OF OPENING OF THE RFQ	:	28.04.2026, 16:00 Hrs
EMD	:	Rs. 14.89 Crores
PLACE OF OPENING OF RFQ	:	HLL LIFECARE LIMITED HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO: 0471 2354949
ADDRESS FOR COMMUNICATION	:	AVP i/c & BH (HCS) HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED, HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO: 0471 2354949
EMAIL ID	:	hcstenders@lifecarehll.com

**AVP 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 RFQ 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 RFQ 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 RFQ 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 RFQ 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 RFQ document is complete in all respects and firms submitting their bids are satisfied that the RFQ 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 RFQ 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 RFQ.

HLL reserves the right to change/modify/amend any or all of the provisions of this RFQ 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 RFQ document, any matter deemed to form part of this RFQ 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 rates. At present, HCS division of HLL has its presence in seven states.

2. INTRODUCTION

The Healthcare Services Division (HCS) of HLL has numerous projects in pipeline and intended to explore the possibility to have Strategic Business Partners for their upcoming medical Imaging business projects. Accordingly, HLL had invited an Expression of Interest (EOI number: HLL/CHO/HCS/MI/2022-23/02 Dated 16-06-2022) for empanelment of Strategic Business partners for Medical Imaging Business of HCS Division of HLL Lifecare Limited. This EOI was floated in eprocurement portal of Government of India and after scrutiny the firms who met the EOI qualification criteria were empanelled. Further this empanelment was expanded through an Eoi No: HLL/ HCS/EOI/2023-24/01 dated: 09.05.2023

All the empanelled firms have submitted declaration and agreed for minimum revenue share of 8% or above for HLL. As per the above said EOI terms, post empanelment, through competitive bidding among the empanelled firms, Strategic Business Associate shall be

finalised for individual projects based on the highest revenue share they are willing to share with HLL, over and above the minimum revenue share.

3. SCOPE OF RFQ:

HLL has been engaged as the Service Provider for the effective implementation of a diagnostics project, which involves the upgradation and/or establishment of laboratory facilities within government healthcare institutions across the state. This Request for Quotation (RFQ) is floated among the empaneled Strategic Business Associates of HLL for medical laboratory segment to identify and engage a suitable Strategic Business Associate to assist HLL in setting up and operations of the project. The engagement will be structured under a revenue-sharing model as detailed in this document, ensuring sustainable operations while expanding the scope and quality of diagnostic services offered to patients.

3.1 Scope of Strategic Business Associate

Selected Strategic Business Associate shall provide all services specified in the detailed Scope of Work of this RFQ (**Annexure- A**) and fulfil all obligations with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry. General scope of Strategic Business Associate is as listed below.

- To provide all services with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry that specified by the HLL in the Scope of Work of this RFQ.
- To employ appropriate advanced technology and best practices and safe and effective equipment, machinery, material, and methods. The Strategic Business Associate shall always act, in respect of any matter relating to this assignment, as faithful advisors to the HLL and shall, at all times, support and safeguard the HLL's legitimate interests in any dealings with third parties.
- Ensuring uninterrupted operations during period of engagement
- Whenever required by HLL, incur necessary capital expenses including the turnkey work of the facilities, providing necessary infrastructure and accessories essential for the performance of the scope of work, Up-time management of the machines etc as per the requirement of HLL.
- Whenever required by HLL, meet the operational and recurring expenses during the day-to-day execution of the project

- Meet all statutory and regulatory rules and guidance during the execution of scope of work.
- Maintain the quality standards and the strict adherence to the SOP/protocols
- Daily, Weekly, monthly Reports and Coordination with all stakeholders.
- To maintain highest quality standards for the service delivery to beneficiaries at all times.
- Business development in public and private sectors.
- Any other related work assigned by HLL for smooth execution of project.

Detailed Scope of Work of this RFQ is given at **Annexure- A**.

3.2 Scope of HLL

- **Strategic Design & Planning**
 - Overall strategic design, planning, operation, and management of the project.
 - Establishment of the facilities in coordination with the selected Strategic Business Associate.
- **Operations & Management**
 - Execution of day-to-day operations and overall management.
 - Deployment of selected operational, technical, administrative and other manpower
 - Arrangement of consumables and other required operational items in coordination with selected bidder.
 - Administrative supervision and governance of the project.
- **Standards & Protocols**
 - Formulation and implementation of Standard Operating Procedures (SOPs) and operational protocols.
 - Development of quality standards and Quality Assurance (QA) protocols to ensure consistency and compliance.
- **Compliance & Regulatory Management**
 - Securing and maintaining all necessary statutory and regulatory compliances on behalf of HLL.
 - Ensuring adherence to national, state, and institutional healthcare guidelines.
- **Stakeholder Coordination**
 - Liaison and coordination with clients, Strategic Business Associates, and other stakeholders.
 - Conducting periodic reviews to ensure compliance with obligations, performance benchmarks, and project timelines

3.3 Revenue Sharing Model

- a) HLL intends to execute this project on a revenue sharing basis. Strategic Business Associate has to provide services as detailed in Scope of work.
- b) Payments shall be claimed by HLL from its client based on a 14% discount on the applicable CGHS rates for each test/investigation performed. HLL shall raise invoices to the client on a monthly basis.
- c) Selected Bidder will raise the invoices to HLL for their revenue share on monthly basis in line with the rates finalized through this RFQ and as per the terms mentioned at payment terms mentioned in this RFQ document (ITB clause no.22). However, HLL will release payment to Strategic Business Associate only after realization of corresponding payment from its client.
- d) HLL will verify the invoice and will retain their revenue share finalized in this RFQ. Remaining amount, after deducting all expenses (including but not limited to operational and manpower expenses), statutory charges and penalties (if any) incurred by HLL, will be released to Strategic Business Associate.
- e) Since the anticipated annual revenue from this project is above Rs. 100 crores, empanelled Strategic Business Associates under category A only are eligible for participating in this RFQ.
- f) Any expense incurred to HLL on account of operations and any other nature with respect to this project will be deducted from the payment to Strategic Business Associate.
- g) Strategic Business Associate shall make independent assessment of proposed project. SBAs shall do a detailed analysis of the project and site survey to submit a financial offer to HLL. (Cost of all such surveys and analysis has to be borne by the business associate). Empanelled Strategic Business Associates may contact the tender inviting authority in writing in case any additional information/clarifications are required for arriving at the financial quote during the bid submission period. The financial quote of the Strategic Business Associates shall specify the revenue share percentage acceptable to share with HLL for this particular proposal. **Minimum Revenue share to HLL is fixed as 8.00% and above as detailed in table-1 below.**
- h) Financial Quote has to be submitted as per the format provided in CPP portal.
- i) The evaluation for the project would be done on the basis of offered revenue share percentage to HLL. The bidder who scores highest total score as illustrated below would be finalised as Strategic Business Associate for this project.
 - i. Project span would be divided into four terms based on its duration. It is envisaged that a new project typically require a gestation period for awareness

- creation, referral development, operational stabilisation and optimisation of manpower and logistics. Here the initial term is set as 0-36 months.
- ii. The next slot is 37- 48 months where it is considered that the project would be in growth / critical mass period and project is expected to gain market acceptance resulting in Incremental revenues increase while marginal cost of service delivery reduces.
 - iii. The next category is above 49 to 60 months where after sustained operations, the project would have largely recovered initial investments and achieved operational maturity. Accordingly, HLL reserves the right to retain a higher revenue share to safeguard its long-term financial interest.
 - iv. The final category is the period above 60 months where once the project is extended, it can continue with minimal additional capex, with opex proportional to business growth, thereby improving profitability.
 - v. The evaluation criteria for financial bid is as follows:

TABLE-1					
Project Timeline	Weightage	Minimum revenue share in percentage fixed for HLL	Additional Revenue Share (in Percentage) to HLL over and above Minimum revenue share	Total revenue share %	Score
	(a)	(b)	(c)	(d) = ((b)+ (c))	(a) x (d)
0 to 36 months	15%	8.00			
37 to 48 months	20%	8.25			
49 to 60 months	30%	8.50			
From 61 st month till End of Project	35%	8.75			
Total Score					

Bidders will be evaluated based on the total score and bidders who is having highest total score (H1 bidder) will be finalized as the Strategic Business Associate for this project.

- j) SBA shall be solely responsible for obligations under its scope including cost implications and Statutory commitments and payments.
- k) 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 to HLL as per the agreement terms.

- l) HLL will have the right to reject proposals if they are found to be unacceptable.

3.4 General Terms and Conditions

1.	While this RFQ 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.
2.	The process of inviting RFQ 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.	Bidders shall strictly comply with all terms and conditions agreed upon during the empanelment process. Bidders must ensure and guarantee that all declarations submitted in response to the Expression of Interest (EOI) for empanelment remain valid and binding.
4.	On submission of financial bid, participant confirms its acceptance to all terms and conditions of RFQ and scope of work.
5.	On submission of financial bid, participants must ensure and confirms to HLL that they have complied with applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an adverse Effect on its ability to perform its obligations under the scope of work of this RFQ
6.	RFQ participants shall treat all information and details contained in this document as strictly confidential and shall not disclose the same to any third party without the prior written consent of HLL.
7.	HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their RFQ and other expenses.
8.	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.
9.	The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.

4. SUBMISSION OF BIDS

- 4.1. The Interested bidder shall submit their bid online only through the Government e-Procurement 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.

4.2. The tender is invited in 1 Envelope system from the registered and eligible firms at CPP Portal.

Envelope –I (Financial bid):

The bidders have to mandatorily upload the following documents

- a. Covering letter for the Bid in Annexure-D.
- b. Annexure-E- Self Declaration – Compliance to Rule 144 (XI) OF GFR 2017
- c. ANNEXURE-F SELF DECLARATION – MAKE IN INDIA PREFERENCE
- d. Relevant supporting documents, if applicable, regarding MSME bidders.
- e. Earnest Money Deposit Details in the form of Bank Transfer.
- f. Signed Integrity pact
- g. Financial offer as detailed below

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 RFQ and terms agreed during empanelment.

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

5.2 RFQ 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-RFQ shall be uploaded on this website i.e. <https://etenders.gov.in/e procure/app>.

- 5.3 The RFQ and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
- 5.4 The RFQ 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 RFQ 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. RFQs/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late RFQs 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 RFQ 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 RFQ 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 RFQ.
- 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.
- 5.10.10 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 RFQ.
- 5.11 Searching for RFQ Documents
 - a) There are various search options built in the CPP Portal, to facilitate bidders to search active RFQs by several parameters. These parameters could include

RFQ ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for RFQs, wherein the bidders may combine a number of search parameters such as Organization

- b) Once the bidders have selected the RFQs they are interested in, they may download the required documents/RFQ schedules. These RFQs 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 RFQ document.
- c) The bidder should make a note of the unique RFQ ID assigned to each RFQ, 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 RFQ 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 RFQ 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.

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 RFQs, bidders are requested to contact the respective RFQ 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 RFQ ID in the subject while emailing any issue along with the contact details.
- 5.17 Any queries relating to the RFQ document and the terms and conditions contained therein should be addressed to the RFQ Inviting Authority for a RFQ or the relevant contact person indicated in the RFQ. Address for communication and place of opening of bids:
- Associate Vice President i/c & Business Head (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 AVP i/c & BH(HCS) in the presence of the Bidders/their authorized representatives who wish to attend at the above address. If the RFQ opening date happens to be on a holiday or non-working day due to any other valid reason, the RFQ 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 & Business Head (HCS) during working hours. The RFQ 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 RFQ Process:

The RFQ process shall consist of the following stages:

- i. Downloading of RFQ document: RFQ 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 RFQ 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 RFQ and Award of contract: The financial bids will be opened, evaluated and finalized as per the criteria detailed in this RFQ document.

5.22 Conditional bids and bids not uploaded with appropriate/desired documents may be rejected out rightly 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 RFQ document including scope of work or reject any or all RFQs 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>).

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 RFQ FOR INTERESTED BIDDERS

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

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 RFQs

6.3.1. 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.

6.3.2. 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.

6.3.3. 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

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

8. BID OPENING PROCESS

8.1. 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.

8.2. 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 three months beyond the 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. Bidder has to submit EMD of Rs. 14.89 Crores as bid security for this RFQ through RTGS/NEFT transfer in the following HLL A/c details:

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. 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

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

11.5. 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 issued by HLL.
- 13.2. Selected participant has to submit performance security as specified in this RFQ
- 13.3. After receipt of performance security an agreement will be entered with the successful participant.

14. DURATION OF ENGAGEMENT

- 14.1. Period of engagement will initially be 5 years initially from the date of execution, which can be extended for further period/s on mutually agreed terms and conditions, subject to satisfactory performance by the party. However, the duration shall be co-terminus with the contract period between HLL and its client, and in the event of any interim termination of the said contract, the engagement of the Strategic Business Associate (SBA) shall also stand terminated accordingly. The HLL reserves the right to increase or decrease the project as deemed necessary as per the same terms and conditions of this agreement.

15. CONFLICT OF INTEREST.

- 15.1. The selected Strategic Business Associate 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 Business Associate 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 Strategic Business Associate has to submit an irrevocable and unconditional guarantee from a Bank for a sum equivalent to amount Rs.6,00,00,000/- (Rupees Six Crores only) in favour of HLL. The Guarantee should be valid up to 180 days after the date of completion of the engagement period. Until such time the Performance Security is provided by the Strategic Business Associate 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 Strategic Business Associate. No interest shall be payable by HLL against the Performance Security.

16.2.Appropriation of Performance Security

Upon occurrence of a Strategic Business Associate 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 Strategic Business Associate Default. Upon such encashment and appropriation from the Performance Security, the Strategic Business Associate 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 Strategic Business Associate. Upon replenishment or furnishing of a fresh Performance Security, as the case may be, as aforesaid, the Strategic Business Associate shall be entitled to an additional Cure Period of 15 days for remedying the Strategic Business Associate Default, and in the event of the Strategic Business Associate 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 Strategic Business Associate.

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 Strategic Business Associate.

17. COURT JURISDICTION:

17.1.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

18.1.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/Strategic Business Associates 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. HLL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

19.1.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.

19.2.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.

19.3.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.

19.4.Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.

19.5.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.

20. GOVERNING LANGUAGE

20.1.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.

21. ARBITRATION

21.1.Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by

arbitration administered by the India International Arbitration Centre (“IIAC”) in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations 2023 (“IIAC Regulations”) for the time being in force, which regulations are deemed to be incorporated by reference in this clause.”

21.2.The place / seat of the arbitration shall be Thiruvananthapuram, India, The Tribunal shall consist of one arbitrator. The law governing the arbitration agreement shall be Indian Law. The language of the arbitration shall be English.

22. PAYMENT TERMS

22.1.Payments shall be claimed by HLL from its client based on a 14% discount on the applicable CGHS rates for each test/investigation performed. HLL shall raise invoices to the client on a monthly basis.

22.2.Selected Bidder will raise the invoices for payment to HLL on monthly basis as per the revenue share terms finalized through this RFQ. However, HLL will release payment to Strategic Business Associate only after realisation of corresponding payment from its client.

22.3.HLL will verify the invoice and will retain the revenue share as agreed by Strategic Business Associate through their financial bid. Remaining amount, after deducting all expenses (including but not limited to, operational expenses, manpower expenses, statutory charges, penalties and others) incurred by HLL during project execution, will be released to Strategic Business Associate.

22.4.Strategic Business Associate shall raise invoices before 7th of every month and HLL will release payments to Strategic Business Associate within 30 days of receipt of corresponding payment from client.

22.5.In the event of the HLL noticing at any time that any amount has been disbursed wrongly to the Strategic Business Associate or any other amount is due from the Strategic Business Associate to the HLL, the HLL may without prejudice to its rights recover such amounts by other means after notifying the Strategic Business Associate or deduct such amount from any payment falling due to the Strategic Business Associate. The details of such recovery, if any, shall be intimated to the Strategic Business Associate. The Strategic Business Associate 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.

22.6.HLL shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Strategic Business Associate where the HLL disputes such invoice or part of it provided

that such dispute is bonafide. The withheld amount shall 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 Strategic Business Associate to delay or withhold the services to be rendered as per the agreement.

22.7.All payments agreed to be made by the HLL to the Strategic Business Associate in accordance with the Services shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable. The Strategic Business Associate shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this agreement.

22.8.SBA shall adhere with all Statutory provisions related to their scope of work and all payments obligated to them by all rules and regulations shall be made promptly.

22.9.The SBA shall strictly comply with all statutory provisions applicable to their scope of work and shall be responsible for the timely payment of all dues, including statutory liabilities, in accordance with applicable laws, rules, and regulations.

23. TERMINATION

23.1.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.

24. PENALTIES

24.1.All Penalties imposed by client to HLL will be debited from the payment of SBA.

24.2.The SBA shall support HLL in maintaining the prescribed TAT across all laboratories and shall ensure that systems and processes are in place to monitor and achieve the required performance levels. No penalty shall be applicable where the overall TAT compliance across the State is maintained at 95% or above. However, in cases where the overall TAT achievement falls below 95%, the SBA shall bear the impact of deductions corresponding to those tests reported beyond the stipulated TAT, on a back-to-back basis. The SBA shall also support implementation of a software-based system for accurate capture and monitoring of TAT data, which shall form the basis for calculation of penalties, subject to verification by the State authority. TAT details are given at Annexure-C.

25. ARBITRATION

25.1.Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre (“IIAC”) in

accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations 2023 (“IIAC Regulations”) for the time being in force, which regulations are deemed to be incorporated by reference in this clause.”

25.2. The place / seat of the arbitration shall be Thiruvananthapuram, India, The Tribunal shall consist of one arbitrator. The law governing the arbitration agreement shall be Indian Law. The language of the arbitration shall be English.

26. TAXES

26.1. The Strategic Business Associate shall bear all personnel taxes levied or imposed on its personnel, or any other member of the Strategic Business Associate’s team, etc. on account of payment received under this agreement. The Strategic Business Associate shall bear all corporate taxes, levied or imposed on the Strategic Business Associate on account of payments received by it from the HLL for the work done under the scope of work

26.2. The Strategic Business Associate agrees that it shall comply with the Indian Income Tax Act in force from time to time and pay Indian Income Tax, as may be imposed/ levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the scope of work

26.3. Should the Strategic Business Associate fail to submit returns/pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, the Strategic Business Associate shall pay the same. The Strategic Business Associate shall indemnify the HLL against any and all liabilities or claims arising out of this engagement for such taxes including interest and penalty by any such Tax Authority may assess or levy against the Board / Strategic Business Associate.

ANNEXURE-A

SCOPE OF WORK OF STRATEGIC BUSINESS ASSOCIATE

I. BACKGROUND OF THE PROJECT

HLL Lifecare Limited (HLL) has been selected as the Service Provider to upgrade or establish the laboratories inside the government health facilities in a statewide project. HLL shall be the principal and executing agency responsible for the overall implementation, management, and delivery of the project in accordance with the agreed terms and conditions.

For the purpose of efficient execution and operational support, HLL intends to engage a Strategic Business Associate (SBA), selected through this Request for Quotation (RFQ) floated among the empanelled Strategic Business Associates of HLL for the medical laboratory segment (Category A), to provide support in carrying out specific activities as assigned by HLL from time to time. While the SBA shall render support in areas of operations, the overall Project will be executed by HLL. Detailed scope of SBA is given below. If empaneled bidders require any additional information regarding scope of work for the preparation and submission of their financial bids, the same may be obtained from the tender inviting authority in writing during the bid submission period.

II. DETAILED SCOPE OF STRATEGIC BUSINESS ASSOCIATE

1. **Support for Establishment and Infrastructure Development**

As per agreement with its client HLL shall be responsible for upgrading or establishing laboratories within the government health facilities across the State, with the support of the Strategic Business Associate (SBA). The SBA shall assist HLL in ensuring that these facilities are fully equipped and operationalized to provide all tests indicated in the Test List (Annexure-B). All capital expenditure related to setting up and maintaining these facilities shall be borne by the SBA.

Network Scale: Under their obligations, HLL shall ensure the establishment and/or upgradation of approximately 240 Hub Laboratories, comprising a State Referral Lab, District level labs in all districts (among which selected labs has to be established as divisional labs), Secondary level labs in CH/CHC/UHCs. The Strategic Business Associate (SBA) shall support HLL in these activities and shall also assist in facilitating the integration of more than 800 spoke centres (PHCs) with these laboratories, under the directions and oversight of HLL.

a. Support for Establishment of State Referral Laboratory:

HLL will undertake the upgradation and/or establishment of a State Referral Laboratory at a prominent location in the State. In this regard, the SBA shall support HLL in ensuring that the infrastructure, equipment, and operational systems meet the applicable standards required for obtaining and maintaining accreditation from the National Accreditation Board for Testing and Calibration Laboratories (NABL). The SBA shall further assist HLL in facilitating the provisioning and operational readiness of the laboratory with capabilities to perform a comprehensive range of high-end diagnostic parameters including Hematology, Biochemistry, Serology, Clinical Pathology, Immunoassay, Microbiology, Molecular Diagnosis, HPLC, Hb/Protein Electrophoresis, Histopathology, Cytology, IHC, Newborn Screening, and other tests as specified in Annexure-B.

HLL shall ensure seamless connectivity with other category laboratories to facilitate efficient delivery of specialized diagnostic services across the network. The Strategic Business Associate (SBA) shall support HLL by undertaking all necessary activities to enable such connectivity, under the overall control and oversight of HLL.

b. Facilitation of Divisional Labs:

HLL will undertake the establishment and/or upgradation of divisional laboratories at the divisional headquarters to strengthen localized diagnostic services, with such laboratories being set up within the respective district-level hospitals. In this regard, the SBA shall support HLL in ensuring that these laboratories are equipped with the required infrastructure and systems to perform a comprehensive range of diagnostic services including Hematology, Biochemistry, Serology, Clinical Pathology, Cytology, Immunoassay, HPLC, Hb/Protein Electrophoresis, Microbiology, Histopathology, and other tests as specified in Annexure-B.

HLL shall ensure that the design, development, and equipping of these facilities are aligned with the applicable standards required for obtaining and maintaining accreditation from the National Accreditation Board for Testing and Calibration Laboratories (NABL), enabling them to function effectively as hub laboratories for their respective divisions. The Strategic Business Associate (SBA) shall support HLL in achieving and maintaining such alignment and compliance.

c. Enablement of District Level Laboratories at District Hospitals:

HLL shall undertake the establishment and/or upgradation of District Level Laboratories across the required district hospitals to facilitate efficient diagnostic service delivery. In this regard, the SBA shall support HLL in ensuring that these laboratories are adequately equipped and operationally capable of performing a comprehensive range of tests including Hematology, Biochemistry, Serology, Clinical Pathology, Cytology, Histopathology, Microbiology, Immunoassay, and HPLC, and shall further facilitate their capability to cater to the diagnostic requirements of District Hospitals, Civil Hospital (CH), Community Health Centres (CHC), and Primary Health Centres (PHC) as specified in Annexure-B.

The SBA shall, as part of its support obligations, undertake all necessary activities, including arranging and bearing the costs associated with the establishment and/or upgradation of these District Level Laboratories, in alignment with the requirements of HLL.

d. Upgradation of Secondary Level Laboratories at Civil Hospitals (CH):

HLL shall undertake the establishment and/or upgradation of necessary secondary level laboratories in Civil Hospitals. In this regard, the SBA shall support HLL in ensuring that these laboratories are adequately equipped and operationally capable of performing key diagnostic tests including Hematology, Biochemistry, Immunoassay, Serology, and Clinical Pathology, and shall further facilitate their ability to deliver all major tests required at Community Health Centre (CH) facilities as specified in Annexure-B.

e. Rollout of CHC Level Laboratories at Community Health Centres (CHC) / Urban Community Health Centres (UHC):

HLL shall undertake the establishment and/or upgradation of required CHC level laboratories in Community Health Centres. In this regard, the SBA shall support HLL in ensuring that these laboratories are adequately equipped to perform key diagnostic tests including Hematology, Biochemistry, Serology, and Clinical Pathology, and shall further assist HLL in ensuring that these facilities are capable of delivering all major tests required for CHC and PHC levels as specified in Annexure-B.

f. Spoke Connectivity:

HLL shall establish and operationalize the logistical framework to connect all required PHCs as “Spokes” to the nearest hub laboratories. In this regard, the SBA shall render support and undertake all necessary activities, including provision of personnel and transport, to ensure timely sample processing and reporting in strict adherence to the Turn-Around Time (TAT) specified in Annexure-B.

g. Additional Scope:

In the event of any increase of the number of health facilities and the corresponding labs inside those facilities mandated by HLL’s Client, the SBA shall support HLL by executing the expansion. All costs incurred for the establishment of these additional labs shall be borne entirely by the SBA.

h. Site Modifications:

HLL shall ensure execution of all necessary infrastructure readiness, including civil works, electrical installations, UPS, DG for backup, air conditioners, RO plant, IT infrastructure, CCTVs, HVAC, interiors, and furnishing, incurring the necessary capital expenses. The Strategic Business Associate (SBA) shall support HLL in these activities. All site development shall strictly adhere to layouts, specifications, and technical requirements approved by HLL, while complying with IPHS and NABL standards.

2. Equipment Deployment, Maintenance & Lifecycle Management

HLL shall ensure that all facilities are appropriately equipped and maintained for uninterrupted services, with necessary support of the Strategic Business Associate (SBA).

- A. Deployment:** HLL shall ensure deployment of all necessary laboratory equipment, in addition to the equipment already available at the facilities, to meet the required test parameters in accordance with HLL-approved specifications. In this regard, the SBA shall support HLL in facilitating such deployment, including provision and installation of additional equipment as required by HLL for expansion of test parameters and capacity augmentation.
- B. Lifecycle & Uptime Management:** HLL shall ensure operational continuity of all equipment at the facilities in accordance with prescribed uptime service levels (SLAs). The SBA shall support HLL by undertaking preventive and corrective maintenance, calibration, ensuring availability of reagents, validation, and overall lifecycle management of equipment. The SBA shall also facilitate arrangement and maintenance of Annual/Comprehensive Maintenance Contracts (AMC/CMC) for both new and existing equipment and bear the associated costs, as required to meet uptime obligations.
- C. Asset Management System:** HLL shall implement and operate an asset management system for effective monitoring and maintenance of all laboratory equipment across the project facilities. The SBA shall support HLL, on a back-to-back basis, in the implementation and operation of such system, ensuring real-time visibility into the operational status of equipment, including functionality, maintenance schedules, and breakdown status, thereby enabling timely interventions and continuity of services. Further, the SBA shall assist HLL in establishing and deploying a Bio-Medical Engineering support system for continuous monitoring, tracking, and periodic maintenance of all equipment, under the overall supervision of HLL.
- D. Interfacing:** HLL shall ensure bi-directional interfacing of all testing analyzers with the Laboratory Information Management System (LIMS) to eliminate manual errors. The SBA shall support HLL in enabling and maintaining such interfacing.
- E. Breakdown Protocol:** HLL shall ensure uninterrupted service delivery in the event of equipment downtime. In such cases, the SBA shall support HLL by facilitating alternative testing arrangements at its own cost if downtime extends beyond 72 hours. In the event the disruption exceeds 15 days and necessitates usage of external facilities, the SBA shall bear the full cost of such arrangements without any liability to HLL.

3. Supply Chain and Inventory Support.

HLL shall ensure an adequate and efficient supply chain for daily diagnostic operations, with necessary support from the strategic partner.

- A. Inventory Planning & Replenishment:** HLL shall establish and maintain a central inventory system for the planning, procurement, storage, and replenishment of reagents, chemicals, kits, stationery, and consumables, in accordance with its approvals. The SBA shall support HLL in the implementation

and operation of such system, ensuring timely availability and replenishment of all required materials.

- B. Financial Liability:** HLL shall ensure uninterrupted availability of all operational resources and inventory across the laboratories. The SBA shall support HLL by bearing the entire financial cost associated with such resources and inventory and by deploying a robust software module to prevent stock-outs and ensure seamless supply across all facilities.

4. Sample Collection, Logistics, & Cold Chain Operations

HLL shall ensure efficient sample collection, logistics, and maintenance of the cold chain by strictly adhering to SOPs laid down by it, with the support of the Strategic Business Associate (SBA). The SBA shall assist HLL in providing the logistical framework necessary to operate a highly efficient sample transportation network.

A. Spoke-to-Hub Transport

- a. HLL shall ensure the logistics of transporting samples from the Primary Health Centres (Spokes) to their respective hub laboratories. The SBA shall support HLL by providing necessary logistics staff and materials and shall strictly adhere to the defined Standard Operating Procedures (SOPs) for blood collection, transport and storage.
- b. The SBA shall facilitate HLL's operations by supporting the registration, collection, labelling, storage, and dispatch of all samples.
- c. The SBA shall support HLL in managing logistical schedules to ensure that collection timing in PHCs and UPHCs occurs during OPD hours. Furthermore, the SBA shall ensure that samples are transported to the nearest lab within a strict 3-hour transportation window, which shall be considered for the calculation of the Turn-Around Time (TAT).

B. Cold Chain & Compliance:

- a. HLL shall ensure strict temperature control is maintained during transit and that logistics operations comply with State Biomedical Waste Management rules.
- b. The SBA shall support HLL's service compliance by ensuring timely delivery, maintaining strict temperature control, and practicing safe handling during transportation. Additionally, the SBA shall support HLL in ensuring immediate notification to the sender if sample integrity is compromised or poses any safety risks, and shall facilitate prompt corrective actions.
- c. The SBA shall support HLL in ensuring proper storage of samples at government health facilities prior to dispatch. To maintain an adequate cold chain during transportation, the SBA shall provide and make available cool boxes containing a sufficient quantity of ice packs at the requisite temperature.

- d. The SBA shall support HLL's quality monitoring protocols by ensuring that each event of sample rejection is recorded electronically. This data shall be monitored to track sample rejection rates of individual laboratories and collection centers.
 - e. The SBA shall ensure that laboratories accurately record the source of any rejected samples, including facility type, OPD/IPD origins, etc.
 - f. The SBA shall support HLL in maintaining statutory compliance by strictly following the Bio-Medical Waste Management rules of the State and shall utilize the existing Bio-Medical Waste Management facilities of the respective health institutions for proper disposal.
- C. **Risk Mitigation & Timelines:** HLL shall ensure compliance with turnaround metrics for sample transportation. The SBA shall support HLL by ensuring that samples are transported within a strict 3-hour transit window from PHCs. Any logistical risks or disruptions affecting service delivery shall be mitigated by the SBA through appropriate alternative arrangements. The SBA shall bear operational responsibility for transportation of samples from health facilities to testing centers, ensuring completion within the stipulated TAT.

5. Support for Investigations, Turn-Around Time (TAT), & Reporting

- A. **TAT Adherence:** HLL shall ensure that all investigations and test parameters are processed and reported within the strict Turn-Around Time (TAT) mandated by IPHS guidelines, as detailed in Annexure-B. The Strategic Business Associate (SBA) shall support and facilitate HLL in achieving and maintaining adherence to these TAT requirements.
- B. **Facilitation of Digital Reporting:** HLL shall ensure the availability of necessary LIMS capabilities and digital infrastructure to enable secure electronic/digital signing of reports. The Strategic Business Associate (SBA) shall support HLL in provisioning, implementing, and maintaining such systems.

For the State Referral Lab, Divisional Labs, and District Labs, HLL shall ensure authorization of results through qualified Pathologists, Biochemists, and Microbiologists holding NMC-recognized Post Graduate degrees. The SBA shall support HLL by facilitating the deployment of such qualified professionals through its system.

For CH/CHC/UHC and PHC/UPHC facilities, HLL shall ensure that reports are digitally signed by the respective qualified Medical Officers, with the SBA supporting HLL in enabling and facilitating this process through the required digital systems.

- C. **Multi-Channel Report Delivery:** HLL shall ensure the development and maintenance of the IT ecosystem required to deliver reports electronically within the defined TAT (Annexure-B). The Strategic Business Associate (SBA) shall support HLL in developing, implementing, and maintaining such systems. HLL shall ensure that reports are readily accessible to patients through SMS, web portals, and mobile applications, with the SBA facilitating and enabling these access channels.

Additionally, HLL shall ensure that the respective health facilities are equipped with necessary printing capabilities for patients to collect hard copies as required, with the SBA supporting the provisioning and maintenance of such infrastructure.

- D. **PHC/UPHC TAT Compliance:** HLL shall ensure that sample collection and transportation workflows are aligned to guarantee compliance with PHC and UPHC TAT metrics. The Strategic Business Associate (SBA) shall support HLL in achieving and maintaining such alignment by facilitating necessary manpower, logistics support. The TAT for these facilities shall be calculated 3 hours after the close of OPD timings (with PHC OPD scheduled strictly from 9 AM to 1 PM).
- E. **Higher-Level Facility TAT & Transit Allowances:** HLL shall ensure that IT systems accurately track TAT starting from the time of sample registration. The Strategic Business Associate (SBA) shall support HLL in enabling and maintaining such tracking mechanisms for DH, CH, CHC, and UCHC facilities. When tests require processing at higher-tier labs, the SBA shall support in meeting the permitted transportation time allowances of District Level processing of 24 hours and State Level processing of 48 hours (which will be added to the final TAT calculation)
- F. **Critical Result Management:** HLL shall ensure the implementation of robust IT support systems to enable flagging and reporting of all critical results within 3 hours of sample dispatch from the facility. The Strategic Business Associate (SBA) shall support HLL in implementing and maintaining such systems. HLL shall ensure the availability of appropriate communication channels for relaying critical test results telephonically to the concerned facility, with the SBA supporting and facilitating such communication mechanisms. Furthermore, HLL shall ensure that the software system automatically logs records of actions taken for critical results, including permanent recording of the date, time, responsible laboratory staff member, and the examination result. The SBA shall support HLL in enabling and maintaining these functionalities.
- G. **Automated Patient Communication:** HLL shall ensure the automation and management of digital dispatch of test reports directly to patients through SMS, WhatsApp, e-mail, and mobile applications. The Strategic Business Associate (SBA) shall support HLL in enabling, operating, and financing such digital communication systems.
- H. **Test Menu Expansion:** In the event of any increase in the number of required tests or modification to IPHS guidelines, HLL shall ensure timely incorporation and operationalization of such additions. The Strategic Business Associate (SBA) shall support HLL in implementing these changes as per the time schedule provided by HLL. In such cases, the prevailing CGHS rate list with applicable discount shall apply to the newly added tests.

6. IT Enablement – Laboratory Information System (LIS) & Dashboard

- A. Software Ecosystem:** HLL shall ensure the implementation, operation, and maintenance of a robust IT/ITES ecosystem for this project. The Strategic Business Associate (SBA) shall support HLL in this regard. HLL shall ensure deployment and operationalization of various software modules, including a comprehensive Laboratory Information System (LIS), across all laboratories. The SBA shall support HLL in facilitating installation of the LIS in all facilities and in enabling, to the extent feasible, bi-directional interfacing of laboratory analyzers to ensure accurate, real-time data transfer, minimization of manual errors, and improvement in operational efficiency. HLL shall further ensure effective utilization of the LIS to enhance the productivity of laboratory personnel, including technicians, pathologists, biochemists, microbiologists, and medical officers. The SBA shall support HLL in leveraging the system to enable better time management and focus on quality reporting.
- B. Integration & Real-Time Capture:** HLL shall ensure the development, deployment, and maintenance of a customized mobile application and integrated software network as per project requirements. The Strategic Business Associate (SBA) shall support HLL in designing, implementing, and maintaining such systems. HLL shall ensure that all IT systems are compliant with ABDM standards and are capable of integration with Government of India platforms for various national health programs. The SBA shall support HLL in enabling and maintaining such compliance and integrations. The IT ecosystem shall include, inter alia, a mobile application for sample registration at collection points, tracking and monitoring of sample transportation, manpower attendance management, access to patient reports for medical officers, data analytics, and remote monitoring of operations; a Laboratory Information System for sample registration, processing, equipment interfacing, and report generation; and a centralized dashboard to enable real-time monitoring, data analytics, and drill-down capabilities for decision-making by HLL and relevant authorities. The SBA shall support HLL in implementing and operationalizing all such components. HLL shall ensure that the IT modules comprehensively cover all aspects of diagnostic services, including ABHA-enabled sample registration, logistics management, procurement and inventory management, TAT monitoring, manpower management, quality control modules, online patient report access, data analytics, and asset management. The SBA shall support HLL in enabling, maintaining, and continuously improving these modules.
- C. Billing, Penalties & Reporting:**
- a. HLL shall ensure that the software systems include provisions for automated monthly billing, including capture of penalties arising from TAT failures and other service deficiencies. The Strategic Business Associate (SBA) shall support HLL in enabling and maintaining such functionalities.
 - b. HLL shall ensure that all software and dashboard systems are periodically updated in line with the requirements of HLL's client. The SBA shall support HLL in implementing such updates and

shall assist in generating and submitting Monthly MIS reports to the State by the 12th of every month, along with any additional reports required during epidemic situations.

- c. HLL shall support the State during epidemics by ensuring maintenance of records of notifiable infectious and communicable diseases and timely reporting to the medical records department within 12 hours of report generation. The SBA shall support HLL in facilitating active and passive surveillance of priority pathogens as defined by the National Centre for Disease Control (NCDC).
- d. HLL shall ensure maintenance of all required records in electronic form, including daily patient registers, report registers, critical value registers, and Turnaround Time (TAT) registers, along with a comprehensive MIS and dashboard for real-time data monitoring. The SBA shall support HLL in maintaining such systems and records.
- e. Additionally, HLL shall ensure generation of detailed analytical reports, including district-wise disease profiles, for effective implementation and monitoring of the project. The SBA shall support HLL in preparing and generating such analytical outputs.

7. Technical Manpower & Statutory Compliance

A. Deployment & Supervision:

- a) As per the agreement with the client, HLL shall ensure deployment of adequate manpower for the smooth execution of the project, in addition to the existing manpower available with the client, and shall retain full responsibility for overall project execution and service delivery. The Strategic Business Associate (SBA) shall support HLL in the deployment of qualified and trained manpower required for efficient operation and management of laboratories, including housekeeping staff, phlebotomists, lab technicians, lab assistants, pathologists, histopathologists, microbiologists, and other necessary personnel, with all such deployment aligned to HLL's requirements and under its supervision and control whenever necessary.
- b) HLL shall ensure that all processes related to sample collection, transportation, processing, and completion of results in the Laboratory Information System (LIS) are carried out seamlessly in accordance with prescribed standards and timelines, with the SBA supporting execution of these processes. HLL shall further ensure effective project management and operational support systems, with the SBA assisting in deployment of Bio-Medical Engineering, Quality Assurance, Inventory, IT, HR, and Finance support systems. HLL shall ensure that Medical Officers at CH/CHC/UHC levels digitally or electronically sign reports generated at their respective facilities, with the SBA supporting coordination and system enablement for timely and accurate reporting.
- c) HLL shall constitute a dedicated Project Management and Monitoring Team to oversee end-to-end operations, along with a Quality Team to ensure adherence to defined quality standards at all levels, and the costs incurred towards these teams shall be treated as operational expenses.

- B. Statutory Payments:** HLL shall ensure compliance with all applicable labour laws and statutory requirements in relation to manpower deployed by them for the project. The Strategic Business

Associate (SBA) bear full responsibility for payment of wages and all statutory contributions, including EPF, ESI, bonus, gratuity, etc., for the manpower deployed by them, and by maintaining all requisite statutory records.

- C. **Staff Substitutions:** If any existing staff engaged by HLL's Client, leaves their post, the SBA shall support HLL by immediately making alternative staffing arrangements at the SBA's own expense.

8. Support for Diagnostic Services Delivery

- A. **Operational Enablement:** HLL shall ensure the availability of all necessary technical and operational resources to deliver diagnostic services, including required test menus, reagents, consumables, and other items. The Strategic Business Associate (SBA) shall support HLL by providing such resources at its own cost and ensuring their continuous availability.
- B. **Supervisory Control:** All diagnostic activities and clinical reporting shall be carried out strictly under the supervision and control of HLL.

9. Quality Assurance & Accreditation Support

HLL shall ensure that the infrastructure and backend processes meet the rigorous standards defined by it. The Strategic Business Associate (SBA) shall support HLL in achieving and maintaining compliance with such standards.

- A. **Central Quality Assurance (CQA) Framework:** HLL shall ensure the establishment and operationalization of a comprehensive Central Quality Assurance (CQA) management system for the project. The Strategic Business Associate (SBA) shall support HLL in this regard, including validation activities, streamlining of quality control (QC) processes for analyzers across the State, and ensuring overall adherence to prescribed quality standards. The SBA shall further support HLL in providing training to laboratory personnel on daily QC procedures, interpretation of results, corrective actions, and standardization of laboratory operations in alignment with quality requirements.
- B. **Equipment Calibration, QC Compliance and Corrective Mechanisms:** HLL shall ensure that all laboratory equipment, both analytical and non-analytical, undergo calibration with appropriate traceability through manufacturers or authorized representatives at prescribed intervals, with the Strategic Business Associate (SBA) supporting HLL in facilitating such calibration activities. HLL shall ensure maintenance of Internal Quality Control (IQC) records and that appropriate corrective actions are taken for any deviations or outliers, including in respect of outsourced tests, with such records being made available for verification as required by the authorities, and the SBA shall support HLL in maintaining such records and implementing corrective measures. HLL shall further ensure that laboratory personnel do not conduct tests on faulty or erroneous equipment, with the SBA supporting HLL in enforcing this requirement and in facilitating alternative arrangements, including referral of samples to nearby laboratories, until such equipment is rectified or root-cause analysis is completed.

- C. External Quality Assurance and Inter-Laboratory Comparison:** HLL shall ensure enrolment of the State Referral Laboratory, Divisional Laboratories, and District Laboratories in External Quality Assurance Schemes (EQAS), and shall facilitate Inter-Laboratory Comparison (ILC) for other laboratories through the State Referral Laboratory. The expenses towards these activities shall be considered as operational expenses. The Strategic Business Associate (SBA) shall support HLL in these activities. HLL shall further ensure preparation and implementation of standard operating procedures for handling deviations identified through EQAS/ILC, including documentation and execution of corrective actions to ensure sustained quality compliance across all laboratories, with the SBA supporting HLL in these processes.
- D. Accreditation:** The SBA shall collaborate with HLL's CQA team, providing the resources necessary for the State Referral Lab and Divisional Labs to obtain and maintain NABL accreditation.
- E. Testing Quality & Audits:** THLL shall ensure the strengthening of quality systems across all laboratories, with the Strategic Business Associate (SBA) supporting HLL in facilitating proper documentation, training laboratory teams on NABL-related requirements, and preparing laboratories for accreditation audits. HLL shall ensure implementation of a structured quality management system with designated quality personnel at central, regional, and district levels to support protocol implementation, monitoring of compliance, and periodic quality audits for continuous improvement of services, with the SBA assisting in these activities. Additionally, HLL shall ensure implementation of a software-based system for monitoring Internal Quality Controls (IQC) of each laboratory and equipment on a daily basis, including provision of dashboards for real-time tracking and proactive decision-making, with the SBA supporting HLL in enabling and maintaining such systems.

10. Project Monitoring, Command Centre, & Call Centre Support

- A. Project Monitoring:** HLL's project management team will manage and supervise the entire project operations. The SBA shall support HLL's effective project management by deploying support personnel, providing data analytics, tracking performance, and working closely with HLL's teams for rapid issue resolution.
- B. Centralized Command:** HLL shall ensure the establishment and operation of a centralized Central Command Centre (CCC) and a Call Centre at a prominent location. The Strategic Business Associate (SBA) shall support HLL by facilitating the necessary infrastructure, technology, CCTVs, and manpower to enable effective grievance redressal and monitoring functions.

11. Training & Capacity Building

HLL shall ensure comprehensive capacity-building programs for project personnel, including technical training, operational training, continuous medical education, and LIS skill development required for efficient project execution. The Strategic Business Associate (SBA) shall support HLL in planning, organizing, and facilitating these training programs.

12. Program Integration & Business Development

HLL shall ensure integration of various national and state health programs within the state diagnostic services. The Strategic Business Associate (SBA) shall also support HLL in facilitating such integration and may also be called upon to assist in outreach and business development initiatives and to support the implementation of various health screening programs or projects for any government departments of the State as directed by HLL.

13. Compliance, Risk Allocation, & Indemnity Support

- A. Statutory Compliance:** HLL shall ensure overarching compliance with all applicable laws, regulations, data protection requirements, quality standards, and biomedical waste rules. The Strategic Business Associate (SBA) shall support HLL in achieving and maintaining such compliance under HLL's guidance.
- B. Risk & Indemnification:** HLL shall retain overall responsibility for project execution and service delivery. The Strategic Business Associate (SBA) shall bear the impact of any deficiencies, delays, or non-compliances attributable to its scope and shall fully indemnify HLL against any losses, damages, penalties, or claims arising from manpower disputes, operational failures, statutory non-compliance, or third-party liabilities.

ANNEXURE- B- LIST OF TESTS

S. No.	Diagnostic Test	District Hospitals	Civil Hospitals	CHC / UCHC	PHC / UPHC
1	Hemoglobin	Available	Available	Available	Available
2	Total leucocyte count	Available	Available	Available	Available
3	Differential leucocyte count	Available	Available	Available	Available
4	Platelet count	Available	Available	Available	Available
5	Complete blood count	Available	Available	Available	Available
6	Erythrocyte sedimentation rate	Available	Available	Available	Available
7	Blood group and Rh typing	Available	Available	Available	Available
8	Blood cross matching	Available	Available	Available	Not Available
9	Peripheral blood film	Available	Available	Available	Available
10	Reticulocyte count	Available	Available	Available	Available
11	Absolute eosinophil count	Available	Available	Available	Available
12	Bleeding time and clotting time	Available	Available	Available	Available
13	Fibrinogen degradation products (FDP)	Available	Available	Available	Not Available

14	D-Dimer	Available	Available	Available	Not Available
15	Coombs test direct with titre	Available	Available	Available	Not Available
16	Coombs test indirect with titre	Available	Available	Available	Not Available
17	Sickling Test for screening of Sickle cell anemia*	Available	Available	Available	Available
18	Sickle cell test rapid for screening of Sickle cell anemia (Strip test)*	Available	Available	Available	Not Available
19	NESTROFT Test for screening of Thalassemia*	Available	Available	Available	Not Available
20	DCIP test for screening HbE hemoglobinopathy*	Available	Available	Available	Not Available
21	Quantitative test for G6PD enzyme deficiency	Available	Available	Available	Available
22	Malaria: MP slide method and Malaria rapid test	Available	Available	Available	Available
23	Prothrombin Time (PT) and INR	Available	Available	Available	Available
24	Activated partial thromboplastin time (APTT)	Available	Available	Available	Available
25	Mixing study and Factor VIII Assay for Hemophilia	Available	Not Available	Not Available	Not Available
26	Human chorionic gonadotropin (HCG) (Urine test for pregnancy)	Available	Available	Available	Available
27	Urine routine (ph, specific gravity, leucocyte esterase, glucose, etc.)	Available	Available	Available	Available
28	Urine Microscopy	Available	Available	Available	Available
29	24-hours urinary protein	Available	Available	Available	Available

30	Urine for microalbumin	Available	Available	Available	Available
31	Urine for creatinine and Albumin to creatinine ratio (ACR)	Not Available	Available	Available	Available
32	Stool for ova and cyst	Available	Available	Available	Available
33	Stool for Occult Blood	Available	Available	Available	Available
34	Semen analysis	Available	Available	Available	Not Available
35	Test for Dengue	Available	Available	Available	Available
36	RPR/VDRL test for syphilis	Available	Available	Available	Available
37	HIV test (Antibodies 1/2 and HIV 1/2)	Available	Available	Available	Available
38	Hepatitis B surface antigen test	Available	Available	Available	Available
39	IgM antibody to hepatitis B core antigen (IgM anti-HBc)	Available	Not Available	Not Available	Not Available
40	HCV Antibody Test (Anti HCV)	Available	Available	Available	Available
41	Sputum, pus etc. for AFB	Available	Available	Available	Available
42	Typhoid test (IgM)	Available	Available	Available	Available
43	Blood sugar	Available	Available	Available	Available
44	Glucose Tolerance test (GTT)	Available	Available	Available	Available
45	S. Bilirubin (T)	Available	Available	Available	Available
46	S. Bilirubin direct and indirect	Available	Available	Available	Available

47	Serum creatinine	Available	Available	Available	Available
48	Blood Urea	Available	Available	Available	Available
49	SGPT	Available	Available	Available	Available
50	SGOT	Available	Available	Available	Available
51	S. Alkaline Phosphatase	Available	Available	Available	Available
52	S. Total Protein	Available	Available	Available	Available
53	S. Albumin & AG ratio	Available	Available	Available	Available
54	S. Globulin	Available	Available	Available	Not Available
55	S. Total Cholesterol	Available	Available	Available	Available
56	S. Triglycerides	Available	Available	Available	Available
57	S. VLDL	Available	Available	Available	Available
58	S. HDL	Available	Available	Available	Available
59	S. LDL	Available	Available	Available	Available
60	S. GGT	Available	Available	Available	Not Available
61	S. Uric acid	Available	Available	Available	Available
62	S. Amylase	Available	Available	Available	Not Available
63	S. Iron	Available	Available	Available	Not Available

64	S. Total Iron binding capacity	Available	Available	Available	Not Available
65	S. LDH	Available	Available	Not Available	Not Available
66	Glycosylated haemoglobin (HbA1C)	Available	Available	Available	Not Available
67	S. Sodium	Available	Available	Available	Available
68	S. Potassium	Available	Available	Available	Available
69	S. Calcium	Available	Available	Available	Available
70	S. Ionised Calcium	Available	Not Available	Not Available	Not Available
71	S. Chloride	Available	Available	Not Available	Not Available
72	S. Magnesium	Available	Available	Available	Not Available
73	Arterial blood gas test	Available	Not Available	Not Available	Not Available
74	Smear for RTI/STD	Available	Available	Available	Available
75	Smear for leprosy	Available	Not Available	Not Available	Not Available
76	Gram staining for clinical specimen	Available	Available	Available	Available
77	Throat swab for Diphtheria	Available	Available	Available	Available
78	Stool for hanging drop for Vibrio Cholera	Available	Available	Available	Not Available
79	Visual Inspection Acetic Acid (VIA)	Available	Available	Available	Available
80	rK39 for Kala Azar*	Available	Available	Available	Available

81	Smear for Filaria*	Available	Available	Available	Available
82	TB – Mantoux	Available	Available	Available	Available
83	Japanese Encephalitis IgM - Blood, CSF (confirmatory)	Available	Not Available	Not Available	Not Available
84	Scrub typhus Test*	Available	Not Available	Not Available	Not Available
85	Test for Leptospirosis*	Available	Available	Not Available	Not Available
86	Test for Chikungunya	Available	Not Available	Not Available	Not Available
87	IgM for Measles	Available	Not Available	Not Available	Not Available
88	IgM for Hepatitis A	Available	Not Available	Not Available	Not Available
89	IgM for Hepatitis E	Available	Not Available	Not Available	Not Available
90	Rapid antigen detection test for Bacterial meningitis (Meningococci)	Available	Not Available	Not Available	Not Available
91	S. TSH (including for new-born screening)	Available	Available	Available	Available
92	S. Free T3	Available	Available	Available	Not Available
93	S. Free T4	Available	Available	Available	Not Available
94	S. Ferritin	Available	Available	Available	Not Available
95	Troponin - I / Troponin - T	Available	Available	Available	Not Available
96	S. Beta HCG	Available	Available	Available	Not Available
97	S. Prolactin	Available	Available	Available	Not Available

98	S. Anti-Mullerian hormone (AMH)	Available	Available	Available	Not Available
99	S. Alfa Feto protein	Available	Available	Not Available	Not Available
100	S. CA-125	Available	Available	Not Available	Not Available
101	S. CEA	Available	Available	Not Available	Not Available
102	S. Procalcitonin	Available	Available	Not Available	Not Available
103	S. PSA	Available	Available	Not Available	Not Available
104	S. Vitamin B12	Available	Available	Not Available	Not Available
105	S. Vitamin D	Available	Available	Not Available	Not Available
106	Total IgE	Not Available	Available	Not Available	Not Available
107	Rubella IgG	Not Available	Available	Available	Not Available
108	TORCH IgM and IgG	Available	Not Available	Not Available	Not Available
109	S. Thyroid peroxidase antibody	Available	Not Available	Not Available	Not Available
110	Anti-cyclic citrullinated peptide (anti-CCP)	Available	Available	Available	Not Available
111	RA factor (Quantitative)	Available	Available	Available	Available
112	CRP (including new born) (Quantitative)	Available	Available	Available	Available
113	Anti-nuclear antibody (ANA)	Available	Not Available	Not Available	Not Available
114	Cytology	Available	Available	Available	Not Available

115	Pap smear	Available	Available	Available	Available
116	CSF analysis (Glucose, CSF protein, ADA, cell count)	Available	Not Available	Not Available	Not Available
117	Fluid analysis (Cell count, biochemistry, cytology)	Available	Available	Not Available	Not Available
118	Histopathology	Available	Available	Available	Not Available
119	Bone marrow examination	Available	Not Available	Not Available	Not Available
120	Immunohistochemistry	Available	Not Available	Not Available	Not Available
121	CD4 count	Available	Not Available	Not Available	Not Available
122	Viral load count for HCV	Available	Not Available	Not Available	Not Available
123	Viral load count for HBV	Available	Not Available	Not Available	Not Available
124	Blood culture	Available	Available	Available	Not Available
125	Urine culture (including antimicrobial sensitivity)	Available	Available	Available	Available
126	Fungal culture	Available	Available	Not Available	Not Available
127	Other cultures (pus, throat swab etc.)	Available	Available	Available	Not Available
128	Culture for Diptheria	Available	Not Available	Not Available	Not Available
129	Culture of stool specimen for Vibrio cholerae	Available	Not Available	Not Available	Not Available
130	Organism identification and antimicrobial sensitivity for cultures	Available	Available	Available	Not Available
131	Mycobacterial culture and DST	Available	Not Available	Not Available	Not Available

132	Hemoglobin electrophoresis/HPLC	Available	Available	Available	Not Available
133	Protein electrophoresis	Available	Available	Not Available	Not Available
134	Nucleic Acid Amplification Test (NAAT) for TB	Available	Available	Available	Not Available
135	Early Infant Diagnostic test for HIV - Qualitative HIV-1 DNA PCR	Available	Available	Available	Not Available
136	Quantitative virological nucleic acid test for HIV	Available	Not Available	Not Available	Not Available
137	Test for drug overdose	Available	Not Available	Not Available	Not Available

List is only indicative and actual list may vary.

ANNEXURE-C (TAT DETAILS)

S. No	Diagnostic test	analytical turnaround time for testing for DHs, sDHs, cHcs, pHcs (Time from receipt of sample at the testing laboratory till time of completion of testing)	Method /equipment required	Total turnaround time=Preanalytical time of storage and transportation of sample+Analytical time for testing+ Analytical time for report verification+Postanalytical time of electronic report disptach	
				total turnaround time for all cases of DHs, sDHs and emergency cases of cHcs	total turnaround time for non emergency cases of cHcs and all cases of pHcs
1	Hemoglobin	a. 30 minutes	a. Digital Hemoglobinometer	a. 30 minutes	a. 30 minutes
		b. 2 hours	b. Hematology analyser	b. 5 hours	b. 10 hours
2	Total leucocyte count	2 hours	Hematology analyser	5 hours	10 hours
3	Differential leucocyte count	2 hours	Hematology analyser	5 hours	10 hours
4	Platelet count	2 hours	Hematology analyser	5 hours	10 hours
5	Complete blood count	2 hours	Hematology analyser	5 hours	10 hours
6	Erythrocyte sedimentation rate	1 hour	Manual with reading using ESR analyser	4 hours	9 hours
7	Blood group and Rh typing	1 hour	Blood group kit (manual)	4 hours	9 hours
8	Blood cross matching	2 hours	Manual	5 hours	10 hours
9	Peripheral blood film	4 hours	Microscopy	7 hours	12 hours
10	Reticulocyte count	6 hours	Manual	9 hours	14 hours
11	Absolute eosinophil count	6 hours	Manual	9 hours	14 hours
12	Bleeding time and clotting time	5 minutes	Manual	5 minutes	5 minutes
13	Fibrinogen degradation products (FDP)	1 hour	Coagulation analyser/ Manual using latex agglutination	4 hours	9 hours
14	D-Dimer	1 hour	Coagulation analyser/ Manual using latex agglutination	4 hours	9 hours
15	Coombs test direct with titre	4 hours	Manual	7 hours	12 hours
16	Coombs test indirect with titre	4 hours	Manual	7 hours	12 hours
17	Sickling Test for screening of Sickle cell anemia*	8 hours	Manual with microscopy	11 hours	16 hours
18	Sickle cell test rapid for screening of Sickle cell anemia*	8 hours	Rapid	11 hours	16 hours

19	NESTROFT Test for screening of Thalassemia*	8 hours	Manual	11 hours	16 hours
20	DCIP test for screening HbE hemoglobinopathy*	8 hours	Manual	11 hours	16 hours
21	Quantitative test for G6PD enzyme deficiency	4 hours	Manual/ Fluorometry	7 hours	17 hours
22	a. MP slide method and	a. 4 hours	a. Microscopy	a. 7 hours	a. 12 hours
	b. Malaria rapid test	b. 30 minutes	b. Rapid card tests for combined P.Falciparum and P.vivax	b. 3.5 hours	b. 8.5 hours
23	Prothrombin Time (PT) and INR	2 hours	Automated coagulation analyser	5 hours	10 hours
24	Activated partial thromboplastin time	2 hours	Automated coagulation analyser	5 hours	10 hours
25	Mixing study and Factor VIII Assay for Hemophilia	6 hours	Automated coagulation analyser	9 hours	14 hours
26	Human chorionic gonadotropin (HCG) (Urine test for pregnancy)	30 minutes	Rapid card test	3.5 hours	8.5 hours
27	Urine test for ph, specific gravity, leucocyte esterase, glucose, bilirubin, urobilinogen, ketone, protein, nitrite	1 hour	Multiparameter urine strip (dipstick)	1 hour	1 hour
28	Urine Microscopy	2 hours	Microscopy	5 hours	10 hours
29	24-hours urinary protein	6 hours	Fully automated biochemistry analyser	9 hours	14 hours
30	a. Urine for microalbumin	6 hours	a. Turbidometer/ Nephelometer	9 hours	14 hours
	b. Urine for Creatinine & ACR		b. Fully automated Biochemistry analyser		
31	Stool for ova and cyst	6 hours	Microscopy	9 hours	14 hours
32	Stool for Occult Blood	6 hours	Manual Kit	9 hours	14 hours
33	Semen analysis	1 hour	Microscopy (with neubauer chamber and slide)	3 hours	8 hours
34	Test for Dengue				

	a. Rapid	a. 30 minutes	a. Rapid card test for combined NS1 antigen and IgM antibody	a. 3.5 hours	a. 8.5 hours
	b. ELISA	b. 12 hours	b. ELISA	b. 15 hours	b. 25 hours
35	RPR/VDRL test for syphilis	12 hours	Rapid card test	15 hours	20 hours
36	HIV test (Antibodies 1 and 2)				
	a. Rapid	a. 30 minutes	a. Rapid card test	a. 3.5 hours	a. 8.5 hours
	b. Immunoassay analyser	b. 2 hours	b. Chemiluminiscence assay	b. 5 hours	b. 15 hours
37	Hepatitis B surface antigen test				
	a. Rapid	a. 30 minutes	a. Rapid card test	a. 3.5 hours	a. 8.5 hours
	b. Immunoassay analyser	b. 2 hours	b. Chemiluminiscence assay	b. 5 hours	b. 15 hours
38	HCV Antibody Test (Anti HCV)				
	a. Rapid	a. 30 minutes	a. Rapid card test	a. 3.5 hours	a. 8.5 hours
	b. Immunoassay analyser	b. 2 hours	b. Chemiluminiscence assay	b. 5 hours	b. 15 hours
39	Sputum, pus etc. for AFB	6 hours	Microscopy	9 hours	14 hours
40	Typhoid test (IgM)	2 hours	Rapid card test	5 hours	10 hours
41	Blood sugar				
	a. Rapid	a. 30 minutes	a. Glucometer	a. 30 minutes	a. 30 minutes
	b. Biochemistry analyser	b. 1 hour	b. Fully automated Biochemistry analyser	b. 4 hours	b. 9 hours
42	Glucose Tolerance test (GTT)	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
43	S. Bilirubin (T)	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
44	S. Bilirubin direct and indirect	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
45	Serum creatinine	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
46	Blood Urea	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
47	SGPT	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
48	SGOT	2 hours	Fully automated biochemistry analyser	5 hours	10 hours

49	S. Alkaline Phosphatase	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
50	S. Total Protein	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
51	S. Albumin & AG ratio	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
52	S. Globulin	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
53	S. Total Cholesterol	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
54	S. Triglycerides	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
55	S. VLDL	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
56	S. HDL	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
57	S. LDL	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
58	S. GGT	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
59	S. Uric acid	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
60	S. Amylase	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
61	S. Iron	6 hours	Fully automated biochemistry analyser	9 hours	14 hours
62	S. Total Iron binding capacity	6 hours	Fully automated biochemistry analyser	9 hours	14 hours
63	S. LDH	2 hours	Fully automated biochemistry analyser	5 hours	10 hours
64	Glycosylated haemoglobin (HbA1C)	6 hours	Fully automated biochemistry analyser/ HPLC	9 hours	19 hours
65	S. Sodium	30 minutes	Indirect ion electrode Electrolyte Analyser	3.5 hours	8.5 hours
66	S. Potassium	30 minutes	Indirect ion electrode Electrolyte Analyser	3.5 hours	8.5 hours

67	S. Calcium	30 minutes	Indirect ion electrode Electrolyte Analyser	3.5 hours	8.5 hours
68	S. Chloride	30 minutes	Indirect ion electrode Electrolyte Analyser	3.5 hours	8.5 hours
69	S. Magnesium	30 minutes	Indirect ion electrode Electrolyte Analyser	3.5 hours	8.5 hours
70	Smear for RTI/STD	12 hours	Wet mounting, gram staining	15 hours	20 hours
71	Smear for leprosy	24 hours	Microscopy	27 hours	37 hours
72	Gram staining for clinical specimen	4 hours	Microscopy	7 hours	12 hours
73	Throat swab for Diphtheria	4 hours	Microscopy	7 hours	12 hours
74	Stool for hanging drop for Vibrio Cholera	4 hours	Microscopy	7 hours	12 hours
75	Visual Inspection Acetic Acid (VIA)	30 minutes	Manual	30 minutes	30 minutes
76	rK39 for Kala Azar*	30 minutes	Rapid card test	3.5 hours	8.5 hours
77	Smear for Filaria*	12 hours	Microscopy	15 hours	25 hours
78	TB-Mantoux	72 hours	Manual	72 hours	72 hours
79	Japanese Encephalitis IgM *	12 hours (if batch testing) for ELISA	ELISA	15 hours (if batch testing) for ELISA	
80	Scrub typhus Test*	24 hours (if batch testing)	ELISA/Weil Felix	27 hours (if batch testing)	37 hours (if batch testing)
81	Test for Leptospirosis*	24 hours (if batch testing)	ELISA	27 hours (if batch testing)	37 hours (if batch testing)
82	Test for Chikungunya	12 hours (if batch testing)	ELISA	15 hours (if batch testing)	25 hours (if batch testing)
83	IgM for Measles	12 hours (if batch testing)	ELISA	15 hours (if batch testing)	25 hours (if batch testing)
84	IgM for Hepatitis A	12 hours (if batch testing)	ELISA	15 hours (if batch testing)	25 hours (if batch testing)
85	IgM for Hepatitis E	12 hours (if batch testing)	ELISA	15 hours (if batch testing)	25 hours (if batch testing)
86	Rapid antigen detection test for Bacterial meningitis (Meningococci)	30 minutes	Rapid Latex agglutination test	3.5 hours	
87	S. TSH (including for new-born screening)	6 hours	Chemiluminescence immunoassay	9 hours	19 hours

88	S. Free T3	6 hours	Chemiluminescence immunoassay	9 hours	19 hours
89	S. Free T4	6 hours	Chemiluminescence immunoassay	9 hours	19 hours
90	Ferritin	6 hours	Chemiluminescence immunoassay	9 hours	19 hours
91	Troponin - I/Troponin - T	5 minutes	Rapid card test	5 minutes	5 minutes
92	S. Beta HCG	30 minutes	a. Rapid	a. 2.5 hours	a. 7.5 hours
			b. Chemiluminescence immunoassay	b. 3.5 hours	a. 13.5 hours
93	S. Prolactin	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
94	S. Alfa Feto protein	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
95	S. CA-125	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
96	S. CEA	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
97	S. Procalcitonin	30 minutes	Chemiluminescence immunoassay	3.5 hours	8.5 hours
98	S. Anti-Mullerian hormone (AMH)	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
99	S. PSA	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
100	S. Vitamin B12	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
101	S. Vitamin D	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
102	TORCH IgM and IgG, Rubella IgG	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
103	S. Thyroid peroxidase antibody	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
104	Anti-cyclic citrullinated peptide (anti-CCP)	24 hours	Chemiluminescence immunoassay	27 hours	37 hours
105	RA factor (Quantitative)	24 hours	Turbidometer	27 hours	32 hours

106	CRP (including new born) (Quantitative)	2 hours	Turbidometer	5 hours	10 hours
107	Pap smear	48 hours	Microscopy	68 hours	75 hours
108	Cytology (FNAC etc.)	48 hours	Microscopy	68 hours	75 hours
109	Fluid cytology	12 hours	Microscopy	15 hours	25 hours
110	CSF analysis (Sugar, protein, ADA, cell count)	1 hour	Fully automated biochemistry analyser, Haematology analyser	4 hours	9 hours
111	Fluid analysis (Cell count, biochemistry)	1 hour	Fully automated biochemistry analyser, Haematology analyser, Microscopy	4 hours	9 hours
112	Anti-nuclear antibody (ANA)	7 days	Immunofluorescent Microscopy	8 days	8 days
113	Histopathology	96 hours	Microscopy	120 hours	120 hours
		(4 days)		(5 days)	(5 days)
114	Frozen section for histopathology	96 hours	Microscopy	120 hours	120 hours
		(4 days)		(5 days)	(5 days)
115	Bone marrow examination	72 hours	Microscopy	96 hours	96 hours
		(3 days)		(4 days)	(4 days)
116	Immunohistochemistry (per marker)	96 hours	Manual	120 hours	120 hours
		(4 days)		(5 days)	(5 days)
117	CD4 count	48 hours	Flow cytometer	68 hours	75 hours
118	Viral load count for HCV	48 hours	PCR	68 hours	75 hours
119	Viral load count for HBV	48 hours	PCR	68 hours	75 hours
120	Blood culture and antimicrobial sensitivity	1st report 48 hours; 2nd report 120 hours	Automated	1st report	1st report
		hours (5 days)		48 hours; 2nd report 120 hours	58 hours; 2nd report 120 hours
				(5 days)	(5 days)
121	Urine culture and antimicrobial sensitivity	48 hours	Manual culture with automated bacterial identification and antimicrobial sensitivity	48 hours	48 hours
122	Other cultures (pus, throat swab etc.) and antimicrobial sensitivity	48 hours	Manual culture with automated bacterial identification and antimicrobial sensitivity	48 hours	48 hours

123	Culture for Diptheria and antimicrobial sensitivity	48 hours	Manual culture with automated bacterial identification and antimicrobial sensitivity	48 hours	48 hours
124	Culture of stool specimen for Vibrio cholerae and other common bacterial enteropathogens and antimicrobial sensitivity	48 hours	Manual culture with automated bacterial identification and antimicrobial sensitivity	48 hours	48 hours
125	Mycobacterial culture and DST	4-8 weeks	State TB laboratory	4-8 weeks	4-8 weeks
126	Hemoglobin electrophoresis/HPLC	72 hours	Electrophoresis machine/HPLC machine	96 hours	96 hours
		(3 days)		(4 days)	(4 days)
127	Protein electrophoresis	72 hours	Electrophoresis machine	96 hours	96 hours
		(3 days)		(4 days)	(4 days)
128	Nucleic Acid Amplification Test for TB	48 hours	Nucleic Acid Amplification Machine	68 hours	75 hours
129	Nucleic Acid Amplification Test for HIV	48 hours	Nucleic Acid Amplification Machine	68 hours	75 hours
130	IgM antibody to hepatitis B core antigen (IgM anti-HBc)	48 hours		48 hours	48 hours
131	S.Ionised Calcium	24 hours			
132	Arterial blood gas test	1 hour		1 hour	1 hour
133	Fungal culture	48 hours		48 hours	48 hours
134	Organism identification and antimicrobial sensitivity for cultures	48 hours		48 hours	48 hours
135	Test for drug overdose				
136	Total IgE	48 hours		48 hours	48 hours
	<i>*For endemic areas</i>				

ANNEXURE-D

BID FORM

Ref no:

Date:

To,

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

Dear Sir,

Ref: RFQ FOR IDENTIFICATION OF STRATEGIC BUSINESS ASSOCIATE FROM EMPANELLED FIRMS FOR ASSISTANCE IN A STATEWIDE MEDICAL LABORATORY PROJECT (RFQ No: HLL/HCS/RFQ/2026-27/01 Dated 17.04.2026)

Having examined the RFQ Documents, including Addenda Nos. [insert numbers], the receipt of which is hereby acknowledged, we, the undersigned, offer our services in full conformity with the Tender Documents and it's the terms and conditions.

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 Tender inviting document, which, in accordance with consists of this letter, and Attachments through [specify: the number of attachments] to this Bid form, up to the period mentioned in the Bid document, bids and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

We declare that our Bid for services is firm and shall not be subject to any variation for the entire period of the assignment.

In case a formal final Contract is not prepared and executed between us, this Bid, together with your written acceptance of the Bid and your notification of award, shall constitute a binding contract between us. We understand that you are not bound to accept the all or any bid you may receive.

We, the Bid participant, shall indemnify, defend and hold harmless Government of India, 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/Participants breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Manufacturer/Participants. (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 participant or any affiliate.

We agree to all terms and conditions of the RFQ Document and its amendments.

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-E

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

We,

.....
.....
.....

(Include name and address of the bidder)

Hereby declare that we are eligible to bid for the tender: HLL/HCS/RFQ/2026-27/01 Dated 17.04.2026

(Include Tender 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-F

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 bid against the 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-G

INTEGRITY PACT

All participants are bound to comply with the integrity pact clauses. Bids submitted without signing the integrity pact will be rejected without assigning any reason.

HLL Lifecare Limited.

Division:

eTender No: HLL/HCS/RFQ/2026-27/01 Dated 17.04.2026

INTEGRITY PACT

This Pre-Contract Integrity Pact (herein after called the Integrity Pact) is made on _____ day of the month of _____

Between

HLL Lifecare Ltd. a Government of India Enterprise with registered office at HLL Bhavan, Poojappura, Thiruvananthapuram 695 012, Kerala, India. (Hereinafter called "HLL", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Party.

And

M/s _____ with office atrepresented by Shri _____, Designation..... (hereinafter called the "Bidder/Seller"/Contractor/Agent which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Party.

Both HLL and Bidder referred above are jointly referred to as the Parties.

Preamble

HLL intends to award, under laid down organizational procedures, Purchase orders / contract/s against Tender /Work Order /Purchase Order No. HLL desires full

compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder/s and Contractor/s.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

1. Enable HLL to obtain the desired materials/ stores/equipment/ work/ project done at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
2. Enable the Bidder to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and HLL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

Clause.1. Commitments of HLL

1.1 HLL undertakes that HLL and/or its Associates (i.e. employees, agents, consultants, advisors, etc.) will not demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 HLL will, during the tender process / pre-contract stage, treat all Participants with equity and reason, and will provide to all Participants the same information and will not provide any such information or additional information, which is confidential in any manner, to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other Participants in relation to tendering process or during the contract execution.

1.3 All the officials of HLL will report to IEM, any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

1.4 HLL will exclude from the process all known prejudiced persons and persons who would be known to have a connection or nexus with the prospective bidder.

1.5 If the BIDDER reports to HLL with full and verifiable facts any misconduct on the part of HLL's Associates (i.e. employees, agents, consultants, advisors, etc.) and the same is

prima facie found to be correct by HLL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by HLL. Further, such an Associate may be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by HLL the proceedings under the contract would not be stalled.

Clause 2. Commitments of Participants/ CONTRACTORS

2. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

2.1 The BIDDER will not offer, directly or indirectly (i.e. employees, agents, consultants, advisors, etc.) any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of HLL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of HLL or otherwise in procuring the contract or forbearing to do or having done any act in relation to obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

2.3 The BIDDER will not engage in collusion, price fixing, cartelization, etc. with other counterparty(s).

2.4 The counterparty will not pass to any third party any confidential information entrusted to it, unless duly authorized by HLL.

2.5 The counterparty will promote and observe ethical practices within its Organization and its affiliates.

2.6 BIDDER shall disclose the name and address of agents and representatives and Indian PARTICIPANTS shall disclose their foreign principals or associates.

2.7 The counterparty will not make any false or misleading allegations against HLL or its Associates.

2.8 Participants shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

2.9 The BIDDER further confirms and declares to HLL that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defense stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to HLL or any of its

functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 2.10 The BIDDER while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of HLL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.11 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.12 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of HLL, or alternatively, if any relative of an officer of HLL has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 2.14 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of HLL.
- 2.15 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract, and will not enter into any undisclosed agreement or understanding with other Participants, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 2.16 The BIDDER will not commit any offence under the relevant Indian Penal Code, 1860 or Prevention of Corruption Act, 1988; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the HLL as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.17 The BIDDER will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- 2.18 The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign Principal(s), if any.

2.19 The Bidder(s) shall not approach the courts while representing the matters to IEM and the Bidder(s) will await their decision in the matter.

Clause.3. Previous contravention and Disqualification from tender process and exclusion from future contracts

3.1 The BIDDER declares that no previous contravention occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process

3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason. If BIDDER before award or during execution has committed a contravention through a violation of Clause 2, above or in any other form such as to put his reliability or credibility in question, t HLL is entitled to disqualify the BIDDER from the tender process.

Clause.4. Equal treatment of all Bidders / Contractors / Subcontractors

4.1 The Bidder(s)/ Contractor(s) undertake(s) to demand from his Subcontractors a commitment in conformity with this Integrity Pact.

4.2 HLL will enter into agreements with identical conditions as this one with all Bidders and Contractors.

4.3 HLL will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Clause.5. Consequences of Violation / Breach

5.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle HLL to take all or any one of the following action, wherever required:-

- i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- ii. If BIDDER commits violation of Integrity Pact Policy during bidding process, he shall be liable to compensate HLL by way of liquidated damages amounting to a sum equivalent to 5% to the value of the offer or the amount equivalent to Earnest Money Deposit/Bid Security, whichever is higher.
- iii. In case of violation of the Integrity Pact after award of the contract, HLL will be entitled to terminate the contract. HLL shall also be entitled to recover from the contractor liquidated damages equivalent to 10% of the contract value or the amount equivalent to security deposit/ performance guarantee, whichever is higher.
- iv. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

- v. To recover all sums already paid by HLL, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from HLL in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid amount.
 - vi. To encash the advance bank guarantee and performance guarantee /warranty bond, if furnished by the BIDDER, in order to recover the payments already made by HLL, along with interest.
 - vii. To cancel all or any other contract with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to HLL resulting from such cancellation/recession and HLL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - viii. To debar the BIDDER from participating in future bidding processes of HLL for a minimum period of five (5) years, which may be further extended at the discretion of HLL or until Independent External Monitors is satisfied that the Counterparty will not commit any future violation.
 - ix. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - x. In cases where irrevocable Letters of credit have been received in respect of any contract signed by HLL with the BIDDER, the same shall not be opened.
 - xi. Forfeiture of performance guarantee in case of a decision by HLL to forfeit the same without assigning any reason for imposing sanction for violation of the pact.
- 5.2 HLL will be entitled to all or any of the actions mentioned in para 5.1(i) to (x) of this pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of HLL to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

Clause.6. Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems OR providing similar services at a price / charge lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found any stage that similar product/systems or sub systems was supplied by the BIDDER to any to the Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time will be

applicable to the present case and the difference in the cost would be refunded by the BIDDER to HLL, if the contract has already been concluded.

Clause .7. Independent External Monitor(s)

7.1 HLL has appointed Shri P. Mallikharjuna Rao IFoS (Rtd) as Independent External Monitor(s) (hereinafter referred to as IEM(s)) for this Pact in consultation with the Central Vigilance Commission. Contact details of IEM is as below:

Shri P. Mallikharjuna Rao IFoS (Rtd)
Independent External Monitor (IEM)
Office: HLL Lifecare Limited, HLL Bhavan, Poojappura
Thiruvananthapuram 695 012, Kerala
Email: iemhll@lifecarehll.com

7.2 The responsibility of the IEM(s) shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.3 The IEM(s) shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

7.4 Both the parties accept that the IEM(s) have the right to access all the documents relating to the project/ procurement, including minutes of meetings.

7.5 As soon as the IEM(s) notices, or has reason to believe, a violation of this pact, he will so inform the CEO/CMD.

7.6 The BIDDER(S) accepts that the IEM(s) have the right to access without restriction to all project documentation of HLL including that provided by the BIDDER. The BIDDER will also grant the IEM(s), upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors engaged by the BIDDER. The IEM(s) shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality.

7.7 HLL will provide to the IEM(s) sufficient information about all meetings among the parties related to the Project provided such meeting could have an impact on the contractual relation between the parties. The parties will offer to the IEM(s) option to participate in such meetings.

7.8 The IEM(s) will submit a written report to the CEO/CMD of HLL within 8 to 10 weeks from the date of reference or intimation to him by HLL/BIDDER and, should consent arise, submit proposals for correcting problematic situations.

Clause.8. Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If HLL obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if HLL has substantive suspicion in this regard, HLL will inform the same to the Chief Vigilance Officer.

Clause.9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, HLL or its agencies shall be entitled to examine all the documents, including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Clause.10. Law and Place of Jurisdiction

Both the Parties agree that this Pact is subject to Indian Law. The place of performance and hence this Pact shall be subject to Thiruvananthapuram Jurisdiction.

Clause.11. Other legal Actions

The actions stipulated in the Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

Clause.12. Validity and Duration of the Agreement

This Pact begins when both parties have legally signed it. It expires for the Contractor/Successful bidder 12 months after the last payment under the contract or the complete execution of the contract to the satisfaction of the both HLL and the BIDDER /Seller, including warranty period, whichever is later, and for all other Bidders/unsuccessful bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman and Managing Director of HLL.

Clause. 13. Other provisions

- 13.1 Changes and supplements as well as termination notices need to be made in writing. Both the Parties declare that no side agreements have been made to this Integrity Pact.
- 13.2 If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 13.3 Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions

INWITNESS THEREOF the parties have signed and executed this pact at the place and date first above mentioned in the presents of following witnesses:

HLL Lifecare Ltd.

Bidder

Witness

Witness

1.....

1.....

2.....

2.....