

Request for Proposal (RFP)

FOR

**Selection of Implementing Agency for Supply,
Deployment, Training & Support of Smart OPD
(Point-of-Care Diagnostics & Telemedicine) Kits
for Pan India on QCBS basis**

Tender No: HLL/PSD/HCD/2026-27/TENDER/052 Dt:10.08.2026

E-Tendering



HLL Lifecare Limited

(A Govt. Of India Enterprise)

CIN :U25193KL1966GOI002621

**HLL Bhavan, Poojappura,
Thiruvananthapuram-695012
Kerala, India**

**Tel: 04712775500,04712358151
(EXTN- 600/606/531)**

Website-www.lifecarehll.com

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HLLIFECARELIMITED
(A Government of India Enterprise)
Corporate Head Office,
Poojappura.P.O, Thiruvananthapuram-695012,
Kerala,India Tel: 0471 2775500, 0471 2358151
(EXTN-600/606/531)

NOTICE INVITING TENDER (NIT)

IFBNo: HLL/PSD/HCD/2026-27/TENDER/052

10.08.2026

HLL Lifecare Limited (HLL), a Government of India Enterprise, invites E-tender from reputed service providers meeting the eligibility criteria as per our tender.

SI No	Particulars	Description
1	Name of Item/Work	Selection of Implementing Agency for Supply, Deployment, Training & Support of Smart OPD (Point-of-Care Diagnostics & Telemedicine) Kits for Pan India on QCBS basis
2	Location	Pan India
3	Brief description of Item/Work	Selection of Implementing Agency for Supply, Deployment, Training & Support of Smart OPD (Point-of-Care Diagnostics & Telemedicine) Kits for Pan India on QCBS basis
4	EMD	Rs 2,00,000.00 (Rupees Two Lakhs only)
5	Bid fee	Rs.5,000.00 (Rupees Five Thousand only)
6	Period of Completion	45 days from the date of Purchase Order
7	Period of Contract	Rate Contract - Quoted rates firm for an initial period of 2 years from contract commencement, thereafter subject to annual revision not exceeding 10% (as per RFP Terms & Conditions)
8	Eligibility criteria for Bidder(s)	As per Tender document
9	HLL A/c Details for payment of Bid Fees and EMD (Payment mode: NEFT/RTGS)	Name of Bank: HDFCBANK A/c number: 00630330000035 IFSC Code: HDFC0000063 Branch name: Vazhuthacaud Branch
10	Last date and time for online submission of online bids	22.08.2026 at 17:00 hrs
11	Date and time of opening of e-tender	24.08.2026 at 10:00 hrs
12	Date of Pre-bid meeting	14.08.2026 at 11:00 A.M Venue : Only online Meeting link : https://meet.google.com/ecg-sjet-osw
13	Address for Communication at HLL regarding the tender	Vice President (PS) & GH (HCS) Sourcing Division HLL Lifecare Limited Corporate & Regd Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012 E-mail: sdrbdsouth@lifecarehll.com

एचएलएल लाइफ़केयर लिमिटेड

(भारत सरकार का उद्यम)

सोर्सिंग प्रभाग

कॉर्पोरेट मुख्यालय, पूजप्पुरा.पी.ओ.,

तिरुवनंतपुरम - 695012, केरल, भारत

दूरभाष: 0471 2775500, 0471 2350959 (एक्सट - 606/531)

निविदा आमंत्रण सूचना (एनआईटी)

आईएफबी संख्या: एचएलएल/एसडी/आरबीडी/2026-27/निविदा/052

10.08.2026

एचएलएल लाइफ़केयर लिमिटेड (एचएलएल), भारत सरकार का उद्यम, योग्य, सक्षम और अनुभवी पार्टियों से एक ई-निविदा आमंत्रित करता है, जो हमारी निविदा के अनुसार आवश्यकताओं को पूरा करने के लिए निम्नलिखित मद/कार्य को निष्पादित करने में सक्षम हैं।

क्र.सं.	ब्यौरा	विवरण
1	मद/कार्य का नाम	Selection of Implementing Agency for Supply, Deployment, Training & Support of Smart OPD (Point-of-Care Diagnostics & Telemedicine) Kits for Pan India on QCBS basis
2	सुपुर्दगी/कार्य का स्थान	Pan India
3	मद/कार्य का संक्षिप्त विवरण	Selection of Implementing Agency for Supply, Deployment, Training & Support of Smart OPD (Point-of-Care Diagnostics & Telemedicine) Kits for Pan India on QCBS basis
4	बोली प्रतिभूति/ईएमडी	Rs 2,00,000.00 (Rupees Two Lakhs only)
5	बोली प्रस्तुतीकरण शुल्क / निविदा शुल्क	Rs.5,000.00 (Rupees Five Thousand only)
6	पूरा करने की अवधि	Within 45 days from the date of Purchase Order
7	मूल्य वैधता	Rate Contract - Quoted rates firm for an initial period of 2 years from contract commencement, thereafter subject to annual revision not exceeding 10% (as per RFP Terms & Conditions)
8	बोलीदाताओं के लिए पात्रता मानदंड	As per Tender document
9	निविदा शुल्क और ईएमडी के भुगतान के लिए एचएलएल खाते का विवरण (भुगतान मोड: एनआईएफटी/आरटीजीएस)	Name of Bank: HDFCBANK A/c number: 00630330000035 IFSC Code: HDFC0000063 Branch name: Vazhuthacaud Branch
10	ऑनलाइन बोलियों के ऑनलाइन प्रस्तुतीकरण की अंतिम तारीख और समय	22.08.2026 at 17:00 hrs
11	ई-निविदा खोलने की तिथि और समय	24.08.2026 at 10:00 hrs
12	बोली पूर्व बैठक	14.08.2026 at 11:00 A.M Venue : Only online Meeting link : https://meet.google.com/ecg-sjet-osw
13	एचएलएल में निविदा के संबंध में पत्र व्यवहार के लिए पता	Vice President (PS) and GH (HCS) Procurement Services Division HLL Lifecare Limited Corporate & Regd. Office HLL Bhavan, Poojappura, Thiruvananthapuram-695012 E-mail: sdrbdsouth@lifecarehll.com

GENERAL INSTRUCTIONS TO BIDDERS

1. This tender is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>
2. Bid documents including the Bill of Quantities (BoQ) can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-tender shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
3. The tender and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
4. The tendering process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidders may download and go through the tender document.
5. All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. Tenders/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late tenders will not be accepted.
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.
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.
8. Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the Tender Enquiry Document.
9. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

9.1 Registration

- a) Bidders are required to register in the Government e-procurement portal, obtain ‘Login ID’ & ‘Password’ and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

- d) They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have Class II or above digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- e) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- g) The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/ She have to submit the relevant information as asked for about the firm/contractor. The bidders, who submit their bids for this tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this tender.
- h) Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- i) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- j) Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this tender.

9.2 Searching for Tender Documents

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk

9.3 Preparation of Bid

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

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

Note: If any of the above document are not applicable for eligible bidders then they shall attach a “NOT APPLICABLE” statement mentioning the justification for the same.

All Annexures must be dully signed and sealed while submitting the same.

Bidders shall not make any addition, deletion or correction in any of the bid documents. If tampering of documents is noticed during tender evaluation, the bid will be rejected and the bidder will be blacklisted.

- 10. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
- 11. Tenderer are required to upload the digitally signed file of scanned documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.
- 12. 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: -
 - For any technical related queries please call at 24 x 7 Help Desk Number: 0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787
 - Note:- International Bidders are requested to prefix +91 as country code
 - E-Mail Support: For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority
Technical - support-eproc@nic.in, Policy Related - cphp-doe@nic.in,
- 13. Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.
- 14. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Address for communication and place of opening of bids:

Vice President (PS) and GH (HCS)
Procurement Services Division
HLL Lifecare Limited
Corporate & Regd. Office
HLL Bhavan, Poojappura,
Thiruvananthapuram-695012

15. E-mail: sdrbdsouth@lifecarehll.com The bids shall be opened online at the **Office of the Vice President (PS) and GH (HCS)** in the presence of the Bidders/their authorized representatives who wish to attend at the above address. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.
16. More details can be had from the Office of the Vice President (PS) and GH (HCS) during working hours. The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.
17. 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.

18. Online Tender Process:

The tender process shall consist of the following stages:

- i. Downloading of tender document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- ii. Pre-bid meeting: Not Applicable for this tender
- iii. 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.
- iv. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
- v. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- vi. Opening of Financial Bids: Bids of the qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

19. Tender Processing Fees and Bid Security (EMD):

Tender fee (Non-refundable) and EMD as per the tender conditions shall be paid separately, thru RTGS/NEFT transfer in the following HLL A/c details:

Name of Bank: HDFC BANK
A/c number: 00630330000035
IFSC Code: HDFC0000063
Branch name: Vazhuthacaud Branch

Document of the above transactions (UTR NUMBER and DATE OF UTR) completed successfully by the bidder, shall be uploaded at the locations separately while submitting the bids online.

Note: Any transaction charges levied while using any of the above modes of payment has to be borne by the bidder. The supplier / contractor's bid will be evaluated only if payment is effective on the date and time of bid opening.

20. The Bid Security of the unsuccessful bidder will be discharged/returned as promptly as possible but not later than 30 days after the expiry of the period of the bid validity.
21. MSE are exempted from Bid Security and if they are interested in availing exemption from payment of bid security should submit a valid copy of their registration certificate issued by the concerned DIC or NSIC/UdyogAadhaar and also submit the Bid Security Form. If the bidder is a MSE, it shall declare in the bid document the UdyogAadhaar Memorandum Number issued to it under the MSME Act, 2006. If a MSE bidder do not furnish the UAM Number along with bid documents, such MSE unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012. But the Party has to provide Performance Security/Security Deposit if Tender is awarded to them.
22. HLL Lifecare Limited does not bind themselves to accept the lowest or any bid or to give any reasons for their decisions which shall be final and binding on the bidders.
23. HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the tender and bidder shall be bound to perform the same at his quoted rates.
24. In case, it is found during the evaluation or at any time before placing of PO or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare as deemed fit.
25. 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.
26. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.
27. 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.

28. Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial 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.

VICE PRESIDENT (PS) AND GH (HCS)

Section 1

INSTRUCTIONS TO THE BIDDERS (ITB)

I. COMPANY BACKGROUND:

HLL Lifecare Limited (HLL) is a public sector undertaking under the administrative control of the Ministry of Health & Family Welfare, Government of India. HLL's purpose of business is to provide quality healthcare products and services at affordable rates. 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. HLL is offering solution for retailing and making available range of HLL's quality healthcare products / Sanitary Napkins / Condoms etc. through state-of-art technologies. HLL also launched several initiatives in the service sector - for medical infrastructure development, diagnostics centre's and retail chain of pharmacy outlets and procurement & consultancy services..

TENDER DETAILS

HLL Lifecare Limited (HLL), a Government of India Enterprise, invites online bids from the eligible, competent and experienced bidders for:

- a) Supply, Deployment, Training & Support of Smart OPD (Point-of-Care Diagnostics & Telemedicine) Kits for Pan India on QCBS basis.
- b) Supply to be made on Door delivery basis to designated place at anywhere in India, the details shall be intimated later
- c) The total quantity mentioned is only an indicative quantity and may change depending on actual requirement.
- d) Suppliers must ensure strict compliance to all statutory regulations, quality standards and packing material specifications (as applicable) detailed

SECTION 2:

ELIGIBILITY CRITERIA

A Bidder should have following eligibility criteria as of the date of bid submission and should continue to meet these till the award of the contract.

Sl. No.	Eligibility Criteria	Supporting Documents
1	The bidder must be an Indian-registered company.	Certificate of Incorporation / Company Registration Certificate
2	The bidder must be registered with relevant tax authorities and possess valid PAN, TAN, and GST registration.	Copies of PAN, TAN, GST Registration Certificates
3	The bidder must hold a valid ISO 9001:2015 certification.	Copy of valid ISO Certificate
4	The bidder must have an average annual turnover of at least ₹5 Crores during the last three financial years.	Audited Balance Sheets and CA Certificate
5	The bidder must have a positive net worth in the last three financial years.	CA Certificate
6	The bidder should have prior experience in the healthcare sector for the past three financial years.	Work Orders / Agreements / Experience Certificates
7	The bidder must have executed at least one (1) telemedicine / virtual healthcare / teleradiology / health check-up project for a State Government / Central Government / PSU.	Work Orders / Agreements / Completion Certificates
8	The Bidder shall have a valid Ayushman Bharat Digital Mission (ABDM) M1, M2, M3 certificate where the certificate should be in the name of the bidder.	Certification / Authorization Proof
9	The Bidder must not have been blacklisted or involved in any corrupt or fraudulent practices by any Government authority.	Self-declaration by Director / Company Secretary / Board Resolution (as per Annexure)
10	The bidder must submit a Letter of Authorization signed by the Managing Director or supported by a Board Resolution.	Original notarized authorization on legal bond paper

Documents to be submitted along with the Technical Bid

The online bid submitted by the bidder shall comprise the following:

- a) BID FORM as per Annexure 1
- b) AFFIDAVIT (NON CONVICTION) as per Annexure-2
- c) The smart OPD should have the specifications mentioned against each item should be satisfied. Compliance statement shall be submitted.
- d) Power of attorney for signatory of bid in Rs 200/- stamp paper duly notarized.
- e) INFORMATION REGARDING BIDDER as per Annexure-3
- f) CATEGORY DETAILS OF ORGANIZATION – Annexure 4
- g) BID SECURITY DECLARATION FORM as per Annexure 5
- h) Authorization letter from manufacturer (Original) must be submitted as per Annexure 6 (If applicable).
- i) Documentary proof attested by Chartered Accountant for establishing the average annual turnover of bidders having a minimum average annual turnover of Rs.5 Crore (Rupees Five

Crore only) during the last three years i.e. 2023-2024, 2024-2025 and 2025-2026 (original/provisional).

- j) Annexure 8 - Checklist
- k) Duly filled, signed and sealed Annexure 9 - SELF DECLARATION – COMPLIANCE TO RULE 144 (XI) OF GFR 2017
- l) Annexure 10- PRE-CONTRACT INTEGRITY PACT
- m) Annexure 11 - GENERAL FEATURES AND TECHNICAL SPECIFICATIONS OF STANDARD KIT
- n) Annexure 12- Fall Clause Declaration
- o) Annexure 13- List of Banks integrated with NeSL
- p) Annexure 14- Indicative Challan
- q) The bidder should submit Catalogue/ Brochure, write up for all the quoted items
- r) All the supporting documents against technical specification and technical compliance against each item as called for this tender

SECTION 3

TERMS & CONDITIONS

1. **Validity of Tender:** 180 days from the date of submission.
2. **Taxation:** Goods and Services Tax (GST) is inclusive in the quoted price.
3. **Tax Deduction at Source (TDS):** TDS shall be deducted at applicable statutory rates.
4. **Rate Revision:** Quoted rates will remain firm for an initial period of two years from contract commencement.
5. **Third-Party Integration:** Any requirement for third-party system integration, data migration, or legacy data conversion shall be separately scoped and priced upon receipt of detailed specifications from the concerned state authorities.
6. **Hardware Insurance:** Insurance for all supplied hardware for the first year of the contract should be included within the hardware cost.
7. **Shared Project Responsibility:** The successful implementation of this project will be a joint responsibility of the Implementing Agency, HLL Lifecare and concerned state authorities. Each party shall fulfil their respective obligations as enumerated in the Roles and Responsibilities section of this proposal.
8. **Project Activation:** The project will be formally initiated upon receipt of a valid Purchase Order or Work Order
9. **Beneficiary Definition:** For the purposes of this tender, a beneficiary is defined as any individual whose personal or clinical data will be processed through the Smart OPD Solution platform.
10. **Payment Mode:** All payments shall be made by direct bank transfer (NEFT/RTGS) or by account-payee cheque or demand draft drawn in favour of the Implementing Agency.
11. **Site Readiness Obligation:** The concerned state authorities shall ensure all identified sites are operationally ready for installation prior to scheduled hardware delivery dates.
12. **Manpower deployment** rates are subject to revision based on changes to local minimum wage statutory mandates.

13. CLARIFICATION OF BIDDING DOCUMENTS

- A prospective bidder requiring any clarification of the bidding documents shall contact the office of the Tender Inviting Authority on any working day between 10 AM and 5 PM.
- In case the clarification sought necessitates modification of the bid documents, being unavoidable, the Tender Inviting Authority may effect the required modification and publish them in the website through corrigendum.

14. AMENDMENT TO BIDDING DOCUMENTS

- Before the deadline for submission of bids, the Tender Inviting Authority may modify the bidding document by issuing addenda.
- Any addendum/Corrigendum 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.
- If the addendum/corrigendum 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.

15. Bid Prices

- The Bidder shall bid as described in the Bill of Quantities.
- The Price bids (BOQ) of the short-listed eligible bidder(s) will be opened only after evaluation of Technical Bids.
- The opening of the price bid shall be done online by the Tender Inviting Authority or his authorized representative and only the Price Bids of those firms qualified in the detailed scrutiny and evaluation of the Technical bid conducted by the Technical Committee/Tender Inviting Authority shall be opened in the second round.
- Bidder shall download the available price bid format in e-tender portal, and quote the prices in the respective fields before uploading it. The Price bids submitted in any other formats will be treated as non-responsive and not considered for tabulation and comparison. The price bids which are blank shall not be considered and treated as not responsive.
- Price Offered shall be all inclusive and in percentage and after deducting the scrap value of old unserviceable parts / components replaced for repairs. The bidder shall quote the rates as per Price format. The GST will be paid as applicable.
- If in case of a tie, the bidders with highest technical score will be declared as the successful bidder.
- Fixed rate: The percentage quoted by the Bidder shall be fixed during the period of the contract and not subject to variation on any account.
- Price variation due to statutory changes including service charges will be reimbursed during the contract.
- There shall also be no hidden costs.
- Bidder shall quote prices in all necessary fields in the available format.
- The rates and prices quoted by the bidder shall remain firm during the entire period of contract.

16. Currencies of Bid and Payment

The currency of bid and payment shall be quoted by the bidder entirely in Indian Rupees.

All payments shall be made in Indian Rupees only.

17. SUBMISSION OF BIDS

The Bidder shall submit their bid online only through the Government eProcurement portal (URL: <https://etenders.gov.in/eprocure/app>) as per the procedure laid down for e-submission as detailed in the web site. For e tenders, the bidders shall download the tender documents including the Bill of Quantity (BoQ) file from the portal. The Bidder shall fill up the documents and submit the same online using their Digital Signature Certificate. On successful submission of bids, a system generated receipt can be downloaded by the bidder for future reference. Copies of all certificates and documents shall be uploaded while submitting the tender online.

The tender is invited in 3 **Envelope system** from the registered and eligible firms at CPP Portal.

a) Envelope - I (Tender Fee and EMD):

Tender fee (Non-refundable) and EMD as per the tender conditions shall be paid separately, thru RTGS/NEFT transfer in the following HLL A/c details:

Name of Bank: HDFC BANK
A/c number: 00630330000035
IFSC Code: HDFC0000063
Branch name: Vazhuthacaud Branch

Document of the above transactions completed successfully by the bidder, shall be uploaded separately while submitting the bids online.

NOTE

- SSI/MSE units interested in availing exemption from payment of Tender Fee and EMD should submit a valid copy of their registration certificate issued by the concerned DIC or NSIC / Udyog Aadhaar.
- If the bidder is a MSE, it shall declare in the bid document the Udyog Aadhar Memorandum Number issued to it under the MSMED Act, 2006.
- If a MSE bidder do not furnish the UAM Number along with bid documents, such MSE unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012.
- The Party has to provide Performance Security/Security Deposit if Tender is awarded to them.

b) Envelope - II (Technical bid): Technical Bid should contain dully filled, signed and scanned soft copy documents as mentioned in Instructions to Bid (ITB) - Documents to be submitted along with the Technical Bid.

c) Envelope – III (Financial Bid): The Financial e-Bid through CPP portal:

All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard format with the tender document, then the same is to be downloaded and to be filled by all the bidders. 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.

Prices indicated on the Price Schedule shall be entered separately in the following manner:

- (i) The Unit basic price of the product shall include cost of the material, freight charges, Insurance or any other charges excluding GST for door delivery basis to our delivery location(s) and the same has to be entered in the Basic Unit rate column of BOQ.
- (ii) HSN Code and GST amount as applicable in appropriate column of BOQ.
- (iii) The total unit cost in figure and words.
- (iv) Prices shall be quoted in Indian Rupees.
- (v) If a firm quotes NIL Charges/ consideration, the bid for that item(s) shall be treated as unresponsive and will not be considered.

- (vi) If the Tenderer desires to ask for GST to be paid extra, the same must be specifically stated in the allotted column of BoQ. In the absence of any such stipulation or mentioned as zero then the price will be taken inclusive of GST and no claim for the same will be entertained later
- (vii) Price comparison during evaluation will be done on the Unit basic price of the product.
- (viii) In case bidders quoted different GST amount or percentage for the same item, in such case GST amount ascertained/ decided by the purchaser shall be final
- (ix) The need for indication of all such price components by the tenderers, as required in BoQ is for the purpose of comparison of the tenders by the purchaser and will no way restrict the purchaser's right to award the contract on the selected tenderer on any of the terms offered.

Note:-

1. HLL Lifecare Limited reserves the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then HLL shall take the following action:
 - a) The agency shall be liable for debarment from tendering in HLL Lifecare Limited, apart from any other appropriate contractual /legal action.
- 1 On demand of the Tender Inviting Authority, this whole set of certificates and documents shall be send to the Tender Inviting Authority's office address (as given in the NIT) by registered post/Speed post of India Post in such a way that it shall be delivered to the Tender Inviting Authority before the deadline mentioned. The Tender Inviting Authority reserves the right to reject any bid, for which the above details are not received before the deadline.
- 2 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.

18. Deadline for Submission of the Bids

- Bid shall be received only online on or before the date and time as notified in NIT.
- 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).

Modification, Resubmission and Withdrawal of Bids

- Re submission 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.
- 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.
- 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.

19. BID OPENING AND EVALUATION

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

20. Bid Opening Process

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

Envelope - I: Envelope- I Opening date shall be as mentioned in NIT Document. (Envelope – I shall contain scanned copy of Tender Fees and EMD).

Envelope - II: Opening date shall be as mentioned in NIT. The intimation regarding acceptance / rejection of their bids will be intimated to the contractors/firms through e-tendering portal.

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

Envelope - III: The technically qualified bidders, financial bids shall be opened as per Eligibility Criteria and QCBS evaluation criteria. (Depending on evaluation of Envelop I, the date shall be intimated through CPP Portal)

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.

21. Confidentiality

- 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.
- 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.

22. . Clarification of Bids

To assist in the examination, evaluation, and comparison of bids, the Tender Inviting Authority may ask the bidder for required clarification on the information submitted with the bid. The request for clarification and the response shall be in writing or by e-mail, but no change in the price or substance of the Bid shall be sought, offered, or permitted.

No Bidder shall contact the Tender Inviting Authority on any matter relating to the submitted bid from the time of the bid opening to the time the contract is awarded. If the

Bidder wishes to bring additional information to the notice of the Tender Inviting Authority, he shall do so in writing.

23. Examination of Bids, and Determination of Responsiveness

- 23.1. During the bid opening, the Tender Inviting Authority will determine for each Bid whether it meets the required eligibility as specified in the NIT and the required documents and certificates.
- 23.2. Before the opening of the Price Bid, after the opening of Technical bid, the technical evaluation will be conducted. The bidders may have to provide detailed presentation to the committee.
- 23.3. Only those bidders who meet the pre-qualification criteria, obtain the qualifying score in technical evaluation and meet the conditions of the tender are technically qualified.
- 23.4. Quality and Cost based Selection (QCBS) procedure will be adopted to identify the successful bidder. The total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions given. The bidder with the Most Advantageous Proposal, which is the Proposal that achieves the highest combined technical and financial scores, will be declared as the successful bid.
- 23.5. The price bids of the bidders with technical scores less than 70 will not be opened and these bids will be rejected. The highest evaluated technical proposal (T_m) is given the maximum Technical score (S_t) of 100.
- 23.6. The formula for determining the Technical scores (S_t) of all other Proposals is calculated as following: $S_t = 100 \times T/T_m$, in which "S_t" is the technical score, "T_m" is the highest technical score, and "T" the technical score of the proposal under consideration.
- 23.7. The lowest evaluated Financial Proposal (F_m) is given the maximum financial score (S_f) of 100.
- 23.8. The formula for determining the financial scores (S_f) of all other Proposals is calculated as following: $S_f = 100 \times F_m/F$, in which "S_f" is the financial score, "F_m" is the lowest price, and "F" the price of the proposal under consideration.
- 23.9. The weightage given to the Technical (T) and Financial (P) Proposals are: T = 70% and P = 30%.
- 23.10. Proposals are ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T = the weightage given to the Technical Proposal; P = the weightage given to the Financial Proposal) as following: $S = S_t \times T\% + S_f \times P\%$. The bidder with maximum combined score will be declared as the successful bidder.
- 23.11. In case of tie, the bidder with highest technical score will be declared as the successful bidder.
- 23.12. Sample evaluation is given in Appendix I.
- 23.13. Non submission of legible or required documents or evidences may render the bid non-responsive.
- 23.14. Bidder can witness the principal activities and view the documents/summary reports for that particular work by logging on to the portal with his DSC from anywhere.
- 23.15. The successful bidder will be evaluated manually as mentioned above as per the QCBS criteria and the result will be published. The lowest bidder arrived by the portal will not be considered as it was not as per the QCBS criteria specified in this tender.
- 23.16. In case only single bid is received, then the purchaser reserves the right to accept/reject the bid as per prevailing norms of GFR and CPP portal, or to go for retender.

24. Negotiation on Bids

The Tender Inviting Authority reserves the right to negotiate with the lowest evaluated responsive bidder.

25. BID VALIDITY

Bids shall remain valid for the period of **180 (One Hundred And Eighty)** days from the date of opening of the technical bid as specified in the NIT. A bid valid for a shorter period shall be rejected by HLL as non-responsive.

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.

26. STATUTORY EXEMPTIONS:

- **MSE** - Statutory exemptions as per relevant guidelines shall be applicable for MSE vendors. However, the preferences with respect to MSE shall not be applicable who are only involved the trading of the product under the scope of this tender.
- **PPP MII** - Preferences for Make in India products / services shall be applicable in line with Government Order No.P-45021/12/2017PP (BE-II), 2017 (published by Department for Promotion of Industry and Internal Trade) inclusive of the latest amendments. Self declaration to be submitted to claim MAKE IN INDIA preference.

Bidders who are eligible as per the Provisions of Public Procurement –Preference to Make in India Order No.P-45021/12/2017PP (BE-II), 2017 (published by Department for Promotion of Industry and Internal Trade) inclusive of the latest amendments are eligible to participate in the tender. A self-declaration as per Annexure 14 with respect to this order must be submitted. (Not Applicable)

Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority, as per order no F.No.6/18/2019-PPD dated 23-July-2020 (Rule 144 (xi) of the GFR, 2017 and any amendments issued thereafter) inclusive of the latest amendments issued by Ministry of Finance, GOI at Annexure 15 of this bidding document. The bidder must comply with all provisions mentioned in this order. A self-declaration as per Annexure 15 with respect to this order must be submitted.

(a) Bidder/ manufacturer who has been de-recognized/debarred/banned/blacklisted for the product mentioned in the tender by any other State Government / Central Govt. Organization /State Medical Corporations/ Director Health Services and or convicted by any court of law due to (i) quality failure of the drug(s) supplied (NSQ/ Spurious/ Adulterated/ Misbranded etc.) (ii) Submission of fake or forged documents (iii) Submission of incorrect information / Suppression of vital information & facts can't participate for that product in the tender during the period of de-recognition / debarment/ Banned/blacklisted. Bidder / manufacturing unit which has been de-recognized/debarred/banned/blacklisted by State Medical Corporation for any reasons can't participate for that product in the tender during the period of de-

recognition/debarment/banned. If we, at a later date, are found guilty of suppressing facts in this regard, such act on our part shall be considered a fraudulent practice in accordance with the Instructions to Bidders and the Purchaser shall be entitled to reject our BID for the product quoted, submitted by us against this Tender.

- (b) Any bidder who has been convicted by a competent court of law for supplying (NSQ/ Spurious/ Adulterated/ Misbranded etc.) drugs within a period of last 3 years from the date of floating of tender shall not be eligible to participate in the tender for that product..
- (c) Any bidder who is a distributor/ authorized agent then they should ensure that their Principal manufacturer is not been de-recognized/debarred/banned/blacklisted for the quoted product by any other State Government / Central Govt. Organization /State Medical Corporations/ Director Health Services and or convicted by any court of law due to (i) quality failure of the drug(s) supplied (NSQ/ Spurious/ Adulterated/ Misbranded etc.) (ii) Submission of fake or forged documents (iii) Submission of incorrect information / Suppression of vital information & facts can't participate for that product in the tender during the period of de-recognition / debarment/ Banned/blacklisted. Bidder / manufacturing unit which has been de-recognized/ debarred/banned/blacklisted by State Medical Corporation for any reasons can't participate for that product in the tender during the period of de-recognition/debarment/banned. If we, at a later date, are found guilty of suppressing facts in this regard, such act on our part shall be considered a fraudulent practice in accordance with the Instructions to Bidders and the Purchaser shall be entitled to reject our BID for the product quoted, submitted by us against this Tender.

27. BID SECURITY (EMD)

- i) The Bidder shall furnish, as part of his Bid, a Bid Security for an amount as detailed in the Notice Inviting Tender (NIT). For e-tenders, Bidders shall remit the Bid Security using the payment options given in e-tender under Government e-Procurement system only.
- ii) Each bid must be accompanied by E.M.D. Any Bid not accompanied by an acceptable Bid Security (EMD) shall be rejected as non-responsive.
- iii) The Bid Security (EMD) of the unsuccessful Bidder shall become refundable as promptly as possible after opening of Price Bid and finalization of the tender.
- iv) 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.
- v) SSI/MSE units interested in availing exemption from payment of Bid Security should submit a valid copy of their registration certificate issued by the concerned DIC or NSIC/Udyog Aadhaar. But the Party has to provide Security Deposit, if work is awarded to them.
- vi) The bid security may be forfeited/ blacklisted/ de-barred from participating in HLL tenders for a period of 2 years.
- vii) 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.

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

ix) The Bid Security deposited will not carry any interest.

28. TENDER PROCESSING FEE

For e-tenders, the mode of remittance of Tender processing Fee shall be the same as detailed for remitting Bid Security (EMD). For e-tenders, Bidders shall remit the Tender fee using the payment options as mentioned in the e-tender

Any bid not accompanied by the Tender Fee as notified, shall be rejected as nonresponsive.

Tender Fee remitted will not be refunded.

29. ALTERATIONS AND ADDITIONS

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.

The 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.

30. INDEMNIFICATION CLAUSE

The successful bidder shall, at all times, indemnify and keep indemnified the Tender Inviting Authority / end user, free of cost, against all claims which may arise in respect of goods & services to be provided by the successful bidder under the contract for infringement of any intellectual property rights or any other right protected by patent, registration of designs or trademarks.

In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the Tender Inviting Authority, the Tender Inviting Authority shall notify the successful bidder of the same and the successful bidder shall, at his own expenses take care of the same for settlement without any liability to the Tender Inviting Authority.

The Successful bidder/its employee/service provider shall at all times, indemnify and keep indemnified the Tender Inviting Authority/ against all claims/ damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services The Bidder has to submit the indemnity certificate duly signed and sealed in the format provided in Section 7.

31. SECURITY DEPOSIT

Within 5 days of the receipt of notification of award from the purchaser/owner; "The successful Bidder on whom the purchase order / Letter of Intent is placed shall be required to furnish a Performance Guarantee in the form of Bank Guarantee from the Scheduled Banks any other mode of Performance Bank Guarantees from such Banks will not be accepted.

The EMD submitted by the successful bidder shall be converted to Security Deposit and the bidder shall be allowed to remit the balance amount.

Failure of the successful Bidder to accept the notification of award or submission of security deposit within the time frame shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which even the purchaser/owner may make the award to the next lowest evaluated bidder or call for new bids.

32. PERFORMANCE SECURITY

An amount of 5% of Basic Price (less GST) shall be deducted from the Invoices submitted by the successful bidder as performance security to be utilized in case of default or service not rendered by the bidder. The performance security, less any sums charged by the purchaser, shall be paid over to the bidder after the contract period from the date of start of the contract. The performance security amount shall be validated yearly based on the asset value.

After the submission of Performance Guarantee and its acceptance, the Bid Security will be refunded to the successful bidder.

33. FORFEITURE OF SECURITY DEPOSIT

If the successful bidder / Contractor fails to supply the ordered material at the rate finalized or execute the work and / or supplies only part quantity / partially execute the work or fails to comply with the terms and conditions of the purchase order / work order the security deposit furnished will be forfeited / Bank Guarantee encashed.

34. PAYMENT TERMS

Advance payment is not admissible.

The bidder shall raise quarterly invoices in the name of the Tender Inviting Authority along with consolidated reports from all hospitals duly signed and sealed by the head of the institution or an officer / Biomedical Engineer authorised by the head of the institution and it shall be submitted to the head office of Tender Inviting Authority for payment.

Payment for the approved amount will be paid through NEFT / RTGS. The NEFT / RTGS details of the bidder have to be provided by the bidder.

80% of the total hardware value shall be payable upon delivery and physical installation of hardware at the respective facilities.+software

The remaining 20% shall be payable upon successful completion of user training and hand holding support.

The successful bidder shall not claim any interest on payments under the contract.

Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other taxes / charges as applicable will be made from the bills payable to the Successful bidder at rates as notified from time to time.

After the submission of Performance Guarantee and its acceptance, the Bid Security will be refunded to the successful bidder.

The amount shall be paid by HLL in Indian Rupees.

HLL will make payment to supplier towards the GST amount only after the invoice is uploaded by supplier in GST outward return i.e. GSTR-1 and credit of GST is available (reflected in GSTR-2A) to HLL.

35. TAXES AND DUTIES

The Bidder shall bear and pay all taxes, duties, levies, GST and charges assessed on the bidder by all municipal, state, or national government authorities, loading & unloading charges etc in connection with the Goods and Services supplied under the Contract. Income Tax and Other Taxes as applicable at the time of execution of job or any other government-imposed liabilities would be deducted from each bill submitted by the bidder.

36. TERMINATION / SUSPENSION OF CONTRACT

The Tender Inviting Authority may, by a notice in writing suspend the agreement if the successful bidder fails to perform any of his obligations including carrying out the services, provided that such notice of suspension.

Shall specify the nature of failure, and

Shall request remedy of such failure within a period not exceeding 10 days after the receipt of such notice.

The Tender Inviting Authority after giving 15 days clear notice in writing expressing the intension of termination by stating the ground, may terminate the agreement after giving reasonable opportunity of being heard if so desired by the successful bidder.

If the successful bidder does not remedy a failure in the performance of his obligations within 10 days of receipt of notice or within such further period as the Tender Inviting Authority have subsequently approve in writing.

If the successful bidder becomes insolvent or bankrupt.

If, as a result of force majeure, successful bidder is unable to perform a material portion of the services for a period of not less than 30 days: or

If, in the judgment of the Tender Inviting Authority, the successful bidder is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

If, the bidder fails to comply with any final decision reached as a result of arbitration proceedings.

If, the bidder submits to the Tender Inviting Authority a statement which has a material effect on the rights, obligations, or interests of the Tender Inviting Authority / end user and which the bidder know to be false.

In the event of premature termination of the contract by the Tender Inviting Authority on the instances other than non-fulfillment/ non-performance of the contractual obligation by the successful bidder, the balance remaining un-paid amount on account of services already rendered as on the day of termination shall be released within six months from the date of such termination after necessary deductions and adjusting dues, if any, as per the terms of the contract.

In the event of premature termination of the contract by the Tender inviting Authority the equipment which are non functional and covered under the contract will be rectified at the risk and cost of successful tenderer.

37. INDEMNITY

The 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 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 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. The Bidder has to submit the indemnity certificate duly signed and sealed in the format provided.

38. Exit Clause

At any point of time during the currency of contract the Tender Inviting Authority can withdraw by giving a notice for a period of 90 days with valid reasons. Similarly, the bidder can withdraw by giving a notice for a period of 90 days (time to appoint another agency through tender process) with valid reasons and shall lead to forfeiting of performance security.

Modifications

Modifications in terms of reference including scope of the services can only be made by written consent of both parties. However, basic conditions of the contract/ agreement shall not be modified.

Saving Clause

In the absence of any specific provision in the agreement/ contract on any issue, the decision of the Tender Inviting Authority is final.

GENERAL / MISCELLANEOUS CLAUSE

- i. Nothing contained in this Contract shall be constructed as establishing or creating between the parties, i.e. the Successful bidder/service provider on the one side and the Tender Inviting Authority on the other side, a relationship of master and servant or principal and agent.
- ii. Any failure on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.
- iii. The Successful bidder shall notify the Tender Inviting Authority/User Institution of any material change would impact on performance of its obligations under this Contract.
- iv. Each member/constituent of the Successful bidder shall be jointly and severally liable to and responsible for all obligations towards the Tender Inviting Authority/User Institution / Government for performance of contract/services including that of its Associates/ Sub Contractors under the Contract.
- v. The Successful bidder shall, at all times, indemnify and keep indemnified the Tender Inviting Authority/User Institution against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by

its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the successful bidder/its associate/affiliate etc.

- vi. All claims regarding indemnity shall survive the termination or expiry of the contract.

39. FORCE MAJEURE

For purposes of this Clause "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing within Seven days from the date of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

40. CLARIFICATIONS ON BIDS

During the bid evaluation, HLL may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted

41. CONTACTING HLL

- a) From the time of bid opening to the time of Contract award, if any Bidder wishes to contact HLL on any matter related to the bid, he shall do so in writing by sending email to sdrbdsouth@lifecarehll.com.
- b) If a Bidder tries to influence HLL directly or otherwise, interfere in the bid evaluation process and the Contract award decision, his bid will be rejected.

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

- i. The Purchaser 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.
- ii. The purchaser does not bind itself to accept the lowest or any bid and reserves the right to reject any or all bids at any point of time prior to the issuance of the Notice of award/Letter of intent/Purchase order without reason whatsoever.
- iii. The purchaser reserves the right to resort to retendering without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection.
- iv. The purchaser reserves the right to modify any terms, conditions or specifications for submission of offer through corrigenda and to obtain revised bids from the bidders due to such changes, if any.
- v. Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.
- vi. The purchaser 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.

43. EVALUATION AND COMPARISON OF BIDS

Bidders failing to meet pre-qualification criteria or not submitting requisite supporting documents / documentary evidence for supporting prequalification criteria are liable to be rejected summarily.

Selection of bidder will be based on Quality and Cost Based Selection (QCBS).

The maximum marks for each quality parameter is given below.

Sl. No.	Criteria	Marks Distribution	Max Marks	Supporting Documents
1	Company Experience (Years of Operation in India)	=3 years: 2 mark >3 to 5 years: 5 marks >5 years: 10 marks	10	Certificate of Incorporation
2	Average Annual Turnover	₹5 Cr to < 10 Cr: 2 marks ₹10 Cr to <15 Cr: 5 marks ≥ ₹15 Cr: 10 marks	10	CA Certificate & Audited Financials
3	Supply of Telemedicine / Mobile Medical Unit Solution	≥50 units: 2 marks ≥75 units: 5 marks ≥100 units: 10 marks	10	Work Orders / Completion Certificates
4	Value of Work Order from health E-Governance / telemedicine / Smart OPD / Mobile Medical Units	2 marks for bidders having executed at least one single Work Order of value below ₹10 Crore. 5 marks for bidders having executed at least one single Work Order of value between ₹10 Crore and ₹25 Crore 10 marks for bidders having executed at least one single Work Order exceeding ₹25 Crore,	10	Work Orders / Completion Certificates
5	ABHA Integration (Health Records Linked)	10,000–15,000: 5 marks >15,000: 10 marks	10	Dashboard Snapshot
6	CMMI Level 5 Certification	Valid certification	10	Certificate Copy
7	Technical Presentation & Demonstration	Based on evaluation by committee	40	Presentation & Demonstration

Passing Score: 70 marks

Financial Evaluation

All prices shall be quoted in Indian Rupees (INR) and shall be inclusive of applicable GST, unless stated otherwise.

The Smart OPD Kit shall comprise the following Mandatory (Standard Kit) components, along with Optional add-on devices and services to be provided as per the requirement of the end facility:

A. Standard Kit (Mandatory)

Sl.No	Category	Item	Notes
1	Core Diagnostics	Digital Blood Pressure Monitor (with cuff)	Standard Kit
2	Core Diagnostics	Pulse Oximeter	Standard Kit
3	Core Diagnostics	Non-Contact Thermometer	Standard Kit
4	Core Diagnostics	Digital Stethoscope	Standard Kit
5	Core Diagnostics	Portable ECG Device	Standard Kit
6	Core Diagnostics	Foetal Doppler	Standard Kit
7	Core Diagnostics	Multi-function General Examination Camera	Standard Kit
8	IT Infrastructure	Laptop	Standard Kit
9	IT Infrastructure	Printer (Monochrome Laser)	Standard Kit
10	IT Infrastructure	UPS (Line Interactive, ≥ 1000 VA)	Standard Kit
11	IT Infrastructure	High-Grade Pelican Case	For storage / transport

12. Smart OPD Software Platform (Mandatory) standard kit

Cloud-based SaaS software platform supporting Teleconsultation, Appointment Booking, Digital Prescription Generation, Referral Management, Ayushman Bharat Digital Mission (ABDM) integration and Electronic Health Records (EHR), integrated with each device of the Standard Kit for automatic, real-time transmission of clinical measurements.

13. Deployment, Training & Support Services standard kit

- Deployment of the Smart OPD Software Portal on cloud infrastructure provided by the Client, with testing & commissioning of each Standard Kit at the respective facility.
- Three (3) months of post-deployment user training and handholding support at each facility.
- Ongoing helpdesk and technical support (telephonic and online) throughout the contract period, including timely repair/ in-field replacement of defective devices. Comprehensive Warranty for all supplied Standard Kit hardware for one year from the date of launching smart OPD services.
- Consumables (e.g., ECG paper, glucose/HbA1c test strips) shall be invoiced separately as used, and are not included in the kit or AMC cost.
- Any other allied activity required for successful implementation of the Smart OPD Solution as assigned by the Client, in coordination with HLL Lifecare Limited.

The Optional Add-on Devices & Services shall be priced separately and added to the unit cost only when specifically required by the Client and included in the Vendor's scope of supply.

B. Optional Add-on Devices & Services (As per Client Requirement)

Sl.No	Category	item	Notes
1	Add-on Devices	Spirometer	Add-on as per customer need
2	Add-on Devices	HbA1c Analyzer	Add-on
3	Add-on Devices	Lipid Profile Analyzer	Add-on
4	Add-on Devices	Portable Hemoglobin Meter	Add-on

Sl.No	Category	item	Notes
5	Add-on Devices	Portable Blood Glucose Meter (Glucometer)	Add-on
6	Add-on Devices	Handheld Portable X-Ray Machine + AI reporting + DR Detector	Add-on (major)
7	Manpower/Support	Smart OPD Kit Trained Operator (per kit / month)	Subject to client preference
8	Other	Cloud hosting charges (per kit/month)	If client opts for bidder-hosted
9	Other	Tablet in the Hub	Add-on

*Note: Consumable replenishment costs (printer paper, sanitisation supplies, device batteries etc.) shall be invoiced separately as and when consumed or the state shall procure these items independently. The consumables mentioned in the technical specifications shall be provided at free cost along with the devices. Additionally, required consumables will be procured by the state authorities either through the bidder or independently.

The bidder should quote rates for A as one-line item and B as other line item in BOQ.

The rate quoted for A alone will be considered for QCBS evaluation. The rate for B should also be quoted, however that it will not be a part of the financial evaluation. The rates for add on medical devices requiring consumables, shall be offered separately in the BOQ.

Evaluation Process

Bidders shall be required to make a detailed technical presentation and live demonstration, which will cover:

- The proposed solution
- The project implementation plan
- The operations and maintenance (O&M) strategy

The schedule for the presentation and demonstration will be communicated separately by the HLL Lifecare.

Evaluation Methodology (QCBS – 70:30)

The selection of the bidder **shall** be carried out using the Quality and Cost Based Selection (QCBS) methodology, with the following weightage:

- Technical Score (T): **70%**
- Financial Score (F): **30%**

The final combined score **shall** be used to determine the successful bidder.

Technical Evaluation (Weightage: 70%)

The maximum technical score shall be 100 marks. The normalized technical score (T) shall be calculated as:

$$T = \{ \text{Bidder's Technical Marks} \} \text{ divided by } \{ \text{Highest Technical Marks} \} \times 70$$

Only those bidders who meet the pre-qualification criteria and achieve the minimum qualifying technical score of 70 marks shall be considered for financial evaluation.

Financial Evaluation (Weightage: 30%)

The bidder quoting the lowest price (L1) shall be assigned a financial score of 30 marks. The financial score (F) of other bidders shall be calculated as:

$$F = \{ \{ \text{Lowest Bid Price (L1)} \} \text{ divided by } \{ \text{Bidder's Quoted Price} \} \} \times 30$$

Combined Score Calculation

The Final Combined Score (S) shall be calculated as:

$$S = T + F$$

44. Ranking and Award Criteria

Bidders shall be ranked based on their Final Combined Score (S). The bidder securing the highest score (H1) shall be declared the successful bidder. In case of a tie, preference shall be given to the bidder with the higher technical score.

Quality and Cost based Selection (QCBS) procedure will be adopted to identify the successful bidder. The total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions given. The bidder with the Most Advantageous Proposal, which is the Proposal that achieves the highest combined technical and financial scores, will be declared as the successful bid.

The price bids of the bidders with technical score less than 70 will not be opened and these bids will be rejected. The highest evaluated technical proposal (Tm) is given the maximum Technical score (St) of 100.

The formula for determining the Technical scores (St) of all other Proposals is calculated as following: $St = 100 \times T/Tm$, in which "St" is the technical score, "Tm" is the highest technical score, and "T" the technical score of the proposal under consideration.

The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.

The formula for determining the financial scores (Sf) of all other Proposals is calculated as following: $Sf = 100 \times Fm/F$, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.

The weightage given to the Technical (T) and Financial (P) Proposals are: T = 70% and P = 30%.

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weightage given to the Technical Proposal; P = the weightage given to the Financial Proposal) as following: $S = St \times T\% + Sf \times P\%$. The bidder with maximum combined score will be declared as the successful bidder.

In case of tie, the bidder with highest technical score will be declared as the successful bidder. Sample evaluation is given in Appendix I.

45. SETTLEMENT OF DISPUTES

- i. Arbitration shall not be a means of settlement of any dispute or claim arising out of the contract relating to the work. Any disputes or difference arising between the parties with respect to the performance of any part of this agreement or anything connected

therewith, etc shall as far as possible be mutually settled by the process of dialog and negotiation. Any disputes or differences or questions or claims arising under or relating to a concerning or touching this agreement shall be referred for arbitration in accordance with the provisions of the Arbitration and Conciliation Act 1996.

- ii. The arbitration proceedings shall be held at Thiruvananthapuram. The award passed by the arbitrator shall be final and binding on the parties hereto. The conduct of such arbitration shall be in English. Subject to arbitration, the Courts at Thiruvananthapuram alone shall have jurisdiction in respect of settlement of any matter arising out or in connection with the contract.

46. GOVERNING LANGUAGE

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

47. AWARD CRITERIA

The Purchaser will award the contract with the successful bidders whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid in the respective price slabs, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

48. NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity, the Purchaser will notify the successful bidder in writing by registered letter or by email, to be confirmed, that its bid had been accepted.

The notification of award will constitute the formation of the contract.

The notification of award/ Letter of Intent/ Purchase order will constitute the formation of the Contract. The supplier shall give acceptance of the Notification of award/Letter of Intent/ Purchase order within 5 days from the date of issue by sending the signed copy of the same failing which, the purchaser shall have the right to cancel the order. The conditions mentioned in the Notification of award/Rate contract agreement/Letter of Intent/ Purchase order will be mutually binding for both the parties and the bidder and the purchaser shall abide by the same. In case of any default in any of the condition of the Notification of award/Letter of Intent/ Purchase order, the purchaser reserves the rights to invoke Bid Securing clause.

The Purchase order (PO) / Notice of award is liable to be cancelled, if the supplier is unable to comply with or violates any of the terms and conditions laid down in the Purchase order/ Notice of Award. Therefore, up on such cancellation of PO/ Notice of award by HLL, the Supplier will be liable to refund the outstanding advance amount forthwith.

The successful bidder shall confirm the acceptance of the Notice of award/Purchase order as per the terms & conditions of the tender by signing and returning the duplicate copy of Purchase order (PO)/Notice of award within 5 days from the date of issue of the of purchase order/ Notice of award, failing which HLL shall have the right to reject the purchase order/ Notice of award.

49. TERMINATION

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

50. 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.

51. CORRUPT OR FRAUDULENT PRACTICES

The purchaser requires that the bidders, suppliers and contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the following are defined:

Sl. No	Term	Meaning
(a)	Corrupt practice	The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution.
(b)	Fraudulent practice	A misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract.
(c)	Collusive practice	Means a scheme or arrangement between two or more bidders, with or without the knowledge of the purchaser, designed to establish bid prices at artificial, non-competitive levels.
(d)	Coercive practice	Means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

The Purchaser will reject the proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

52. FLEXIBILITY OF PRICES

The purchaser has option to re-negotiate with rate contract holder to bring down the rate contract prices whenever market fluctuations affect the prices abnormally.

53. LICENSE AND PERMITS

The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings that are necessary for the performance of the Contract.

The Supplier shall comply with all laws in force in India. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless Purchaser from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel.

54. INTEGRITY PACT

Pre-Contract Integrity Pact and Independent External Monitor

The Integrity pact annexed shall be part and parcel of this document, and has to be signed by bidder(s) at the pre-tendering stage itself, as a pre bid obligation and should be submitted along with the financial and technical bids. All the bidders are bound to comply with the Integrity Pact clauses. Bids submitted without signing Integrity Pact

will be ab initio rejected without assigning any reason.

The Integrity pact annexed shall be part and parcel of this document, and has to be signed by bidder(s) at the pre-tendering stage itself, as a pre-bid obligation and should be submitted along with the financial and technical bids. All the bidders are bound to comply with the Integrity Pact clauses. Bids submitted without signing Integrity Pact will be ab initio rejected without assigning any reason.

The email id of the Independent External Monitor for HLL is given below.

Email id: jemhll@lifecarehll.com

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

Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority, as per order no F.No.6/18/2019-PPD dated 23-July-2020 (Rule 144 (xi) of GFR) inclusive of the latest amendments issued by Ministry of Finance, GOI at Appendix of this bidding document. The bidder must comply with all provisions mentioned in this order. A self-declaration (as per format provided in Annexure 15) with respect to this order must be submitted.

56. PURCHASE PREFERENCE TO MICRO AND SMALL ENTERPRISES (MSE's)

Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. However, the preferences with respect to MSE shall not be applicable who are only involved the trading of the product under the scope of this tender.

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

Statutory exemptions as per relevant guidelines shall be applicable for MSE vendors. Preferences for Make in India products / services shall be applicable in line with Government Order No.P-45021/12/2017PP (BE-II), 2017 (published by Department for Promotion of Industry and Internal Trade) inclusive of the latest amendments. Self-declaration to be submitted to claim MAKE IN INDIA preference as per Annexure 15. (Not Applicable)

SECTION 4

GENERAL CONDITIONS OF CONTRACT (GCC)

1. DEFINITIONS

1.1 In this contract the following terms shall be interpreted as indicated:

- (a) "The Contract" means the agreement entered into between the Purchaser and the Supplier as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- (b) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- (c) "The Goods" means all the products, and/or other materials which the Supplier is required to supply to the Purchaser under the Contract;
- (d) "Services" means services ancillary to the supply of the Goods, such as transportation and insurance, and other incidental services, covered under the

contract;

- (e) "GCC" means the General Conditions of Contract contained in this section.
- (f) "SCC" means the Special Conditions of Contract.
- (g) "The Purchaser" means the Organisation purchasing the Goods, as named in SCC;
- (h) "The Supplier" means the individual or firm supplying the Goods under this Contract;
- (i) "Day" means calendar day.
- (j) "Delivery period" means the period applicable upto completion of supply of goods by the supplier at the required site mentioned in Notification of award/ Letter of Indent/ Purchase order and accepted by the Purchaser.

2. APPLICATION

- 2.1 These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3. STANDARDS

- 3.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications.

4. USE OF CONTRACT DOCUMENTS AND INFORMATION

- 4.1 The Supplier shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Supplier in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 4.2 The Supplier shall not, without the Purchaser's prior written consent, make use of any document or information enumerated in GCC Clause 4.1 except for purposes of performing the Contract.
- 4.3 Any document, other than the Contract itself, enumerated in GCC clause 4.1 shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the supplier's performance under the Contract if so required by the Purchaser.

5. SUBCONTRACTS

The supplier shall notify the Purchaser in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the Supplier from any liability or obligation under the contract.

6. CONTRACT AMENDMENTS

- 6.1 Subject to GCC Clauses, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

7. PATENT RIGHTS

- 7.1 The Supplier shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.
- 7.2 Any product related cases shall be handled and connected expenses therewith shall be borne by the Supplier only.

8. INSURANCE

For delivery of goods at site, the insurance shall be obtained by the Supplier in an amount equal to 110% of the value of the goods from “Warehouse to Warehouse” (Final destinations) on “All Risks” basis including War Risks and Strike.

9. CHANGE ORDERS

9.1 The Purchaser may at any time by written order given to the Supplier, make changes within the general scope of the Contract in any one or more of the following:

- (a) The method of shipping or packing
- (b) The place of delivery; or
- (c) The services to be provided by the Supplier.

10. ASSIGNMENT

10.1 The Supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser’s prior written consent.

11. TERMINATION BY DEFAULT

11.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, terminate the Contract in whole or part;

- (a) if the Supplier fails to deliver any or all of the goods within the time period(s) specified in the Contract, or within any extension thereof granted by the Purchaser, or
- (b) If the Supplier fails to perform any other obligation(s) under the contract.

11.2 In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods. However, the Supplier shall continue the performance of the Contract till such time.

12. TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

13. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of the Union of India.

14. NOTICES

14.1 Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by cable, telex or facsimile and confirmed in writing to the other Party’s address specified in Special Conditions of Contract.

14.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

15. TAXES AND DUTIES

Supplier shall be entirely responsible for all taxes, duties, license fees, octroi etc.,

incurred until delivery of the contracted Goods to the Purchaser.

16. PACKING

- 16.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods final destination and the absence of heavy handling facilities at all points in transit. Packing shall adhere to conditions stipulated in Technical specification.
- 16.2 The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be provided for in the Contract including additional requirements, if any, specified in SCC and in any subsequent instructions ordered by the Purchaser

17. DELIVERY AND DOCUMENTS

Delivery of the Goods shall be made by the Supplier in accordance with the terms specified by the Purchaser in the Letter of Indent / Notification of Award / Purchase order. The details of dispatching and/or other documents to be furnished by the Supplier are specified in SCC, if any.

18. LIQUIDATED DAMAGES (Not Applicable)

If the Supplier fails to deliver any or all of the Goods or perform of services within the time period(s) specified in the Contract, the Purchaser shall without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent of the delivered price of the delayed Goods or unperformed Services for each week of delay or part thereof until actual delivery or performance, up to a maximum deduction of 10 percent of the delayed Goods or Services contract price. Service tax as applicable will also be recovered in addition to the liquidated damages. However, H.L.L at its sole discretion reserves the right to accept or reject the delivery of materials which are supplied beyond the delivery date as mentioned in the purchase order. In the event of H.L.L accepting the delivery of the materials beyond the stipulated delivery date as per the Purchase order, penalty as mentioned above would apply. In the event of H.L.L rejecting the delivery of the materials beyond the stipulated delivery date as per the Purchase order, then the party is liable to repay HLL any advance amount which was paid by HLL, failing which HLL will have the right to initiate legal proceedings against such party/ successful bidder. Once the maximum is reached, the Purchaser may consider termination of the Contract. If the Supplier fail to comply with specific packing descriptions or instructions, the loss incurred by the purchaser on this account shall be indemnified by the supplier.

19. RESOLUTION OF DISPUTES

- 19.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 19.2 If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the Special Conditions of Contract. These mechanisms may include, but or not limited to, conciliation mediated by a third Party, adjudication in an agreed national forum, and national arbitration.

SECTION 5

SPECIAL CONDITIONS OF CONTRACT (SCC)

The following Special Conditions of Contract (SCC) will apply for this tender. The corresponding clauses of General Conditions of Contract (GCC) relating to the SCC stipulations have also been incorporated below.

These Special Conditions will modify/substitute/supplement the corresponding (GCC) clauses.

Whenever there is any conflict between the provision in the GCC and that in the SCC, the provision contained in the SCC shall prevail.

There are no special conditions or contract for this tender and all other conditions mentioned in other sections stands valid.

SECTION 6
INDEMNITY CERTIFICATE

To,

Vice President (PS) and GH (HCS)
HLL Lifecare Limited,
HLL Bhavan, Poojappura,
Thiruvananthapuram -695012 Kerala, India
Tel: 0471 2775500, 0471 2350959 (EXTN – 606 /531)
Website – www.lifecarehll.com

Dear Sir,

As a supplier to HLL, the indemnifier assumes liability for and irrevocably agrees to indemnify, defend and hold harmless Government of India and HLL Lifecare Limited, its Affiliates, shareholders, officers, directors, employees, agents, and their respective successors and assigns from and against any and all losses, damages, claims, actions, liabilities, proceedings, injury, cost or expenses (including counsel's fees of whatsoever kind of nature arising out of or in any way connected with the operation of the project or recruitment of manpower for the said project or manpower deployed for the said project or of any defect (whether obvious or hidden) in the services delivered or arising from the indemnifier's failure to comply with applicable laws.

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...

SECTION 7

DECLARATION

We confirm having read and understood all the conditions, instructions, forms, terms and conditions and other requirements of the above tender (both expressed and implied) in full and that we agree to abide by all without any deviation.

PLACE:

SIGNATURE

DATE:

NAME AND ADDRESS OF APPLICANT

(SEAL OF THE APPLICANT)

Annexure-01

BID FORM

Ref:

Date:

To,

Vice President (PS) and GH (HCS)
HLL Lifecare Limited,
HLL Bhavan, Poojappura,
Thiruvananthapuram -695012 Kerala, India
Tel: 0471 2775500, 0471 2350959 (EXTN – 606 /531)
Website – www.lifecarehll.com

Dear Sir/Madam,

With reference to your bid document no. _____ dated _____ I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our Proposal for the aforesaid Project. The Proposal is unconditional and unqualified.

I/ We acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Bidder for the aforesaid Project, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.

This statement is made for the express purpose of our selection as Bidder for the operation of the aforesaid Project.

I/ We shall make available to the Authority any additional information which may found to be necessary or required to supplement or authenticate the Proposal.

I/ We acknowledge the right of the Authority to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

I/We certify that in the last three years, we/ any of the Consortium Members or our/their associates have not been barred by the Government of H.P, any other State Government or Government of India from participating in any project, and the bar does not subsists as on the Proposal Due Date,

I/ We understand that you may cancel the bidding process at any time and that you are neither bound to accept any bid that you may receive nor to invite the Bidders to bid for the Project, without incurring any liability to the Bidders, in accordance with the terms and conditions laid out in the RFP document.

I/ We believe that we/ our consortium satisfy(s) the Financial criteria and meet(s) the requirements as specified in the bid document.

I/ We declare that we/ any member of the consortium, or our/ its associates are not a member of any other consortium submitting a Proposal for the Project.

I/ We certify that in regard to matters other than security and integrity of the country, we/ any member of the consortium or any of our/ their associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

I/ We further certify that in regard to matters relating to security and integrity of the country, we/any member of consortium or any of our/ their associates have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

I/ We further certify that neither our company nor CEO or any of our Directors are not convicted by any regulatory authority / competent court.

I/ We undertake that in case due to any change in facts or circumstances during the bidding process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.

I/ We understand that the Selected Bidder shall incorporate a Company under the Companies Act, 1956 prior to execution of the Agreement.

I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the bidding process itself, in respect of the above mentioned Project and the terms and implementation thereof.

In the event of myself/ ourselves being declared as the Selected Bidder, I/We agree to enter into an Agreement in accordance with the draft that has been provided to me/us prior to the Proposal Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.

I/We have studied all the bidding documents carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the bidding process including the award of Project.

I/We offer a Bid Security of Rs. ()/- (Rupees (in words)) only to the Authority in accordance with the bid Document.

The Bid Security is paid on-line.

I/We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the Project is not awarded to me/us or our Bid is not opened or rejected.

I/ We agree and undertake to abide by all the terms and conditions of the bid document.

I/We shall keep this offer valid for 180 (one hundred and eighty days) from the date of price bid opening as specified in the bid. I/We shall keep this offer valid for a specified additional period, not exceeding 90 days from the Proposal Validity Date, on the request of the Authority.

I/We undertake that no fees, gratuities, rebates, gifts, commissions, or other payments, except those shown in the bid, have been given or received in connection with the procurement process or contract execution.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFP document.

Date:

Place:

Yours faithfully,

(Signature of the Authorised signatory)
(Name & Designation of the Authorised signatory)
Name & Seal of the Bidder/ Lead Member

If the Bidder is not a consortium, the provisions applicable to consortium may be omitted.

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-02

AFFIDAVIT (NON CONVICTION)

(To be furnished by the Bidder In case of consortium to be given separately by each member)
(On Non – judicial stamp paper of Rs 100 duly attested by notary public)

1. I, the undersigned, do hereby certify that all the statements made in our proposal are true and correct.
2. The undersigned hereby certifies that Company/Society/Trust M/s_____its directors/President/Chairperson/Trustee have abandoned any work for the HLL / Government of H.P or any other State Government during last five years prior to the date of this Bid.
3. The undersigned also hereby certifies that Company/Society/Trust M/s_____its directors/ President/Chairperson/Trustee have been debarred/blacklisted by HLL/ Government of H.P, or any other State Government or Government of India for any work.
4. The undersigned further certifies that
 - a) Our Company/Society/Trust has not been punished for any offence and
 - b) The Director/President/Chairman/Trustee of our Company / Society/Trust.....have/has not been convicted of any offence by any Competent Court.
5. The undersigned hereby authorise(s) and request(s) any bank, person, firm, Competent Authority or corporation to furnish pertinent information deemed necessary and requested by HLL / Department of Health & Family Welfare, Government of H.P, to verify this statement or regarding my (our) competence and general reputation.
6. The undersigned also certifies that our Company/Society/Trust has not been terminated from any maintenance contract due to unsatisfactory performance or due to breach of agreed terms as sole bidder or as part of the consortium
7. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the HLL/ Department of Health & Family Welfare, Government of H.P,

Signed by an authorised Officer of the Company/Society/Trust

Title of Officer

Name of Company/Society/Trust Date

Annexure 03

INFORMATION REGARDING BIDDER

Details of the Bidder^[SEP]

Note: Details to be provided for the Bidder / Lead Member / each member of consortium (in case of consortium)

Details of Organisation	
Name of Organisation	
Type Legal Entity	
Year of Incorporation/ registration	
Name of the Authority/Jurisdiction under which the Legal entity is ^[SEP] incorporated or registered.	
Statute Legislation under which the Legal entity is incorporated/registered	
Registration Number	Note 1
Registered Address	
Correspondence Address & Head Office	
Does Memorandum of Association/Trust Deed/Articles of Association permit the organization to carry out the business of Medical Equipment Maintenance	Note 2
Number of years of operation in Medical Equipment Maintenance	Note 3
Relevant Qualification Details Years wise and State Wise/Hospital wise.	Note 4
Years of experience in completed projects	

Annexure 04

CATEGORY DETAILS OF ORGANIZATION

S	Description	Yes/No
1	*Whether the organization belongs to the MSE category	
2	*If yes whether the organization belongs to MSE category	
3	*Whether the MSE organization belongs to SC/ST entrepreneur.	
4	*Whether the MSE organization belongs to woman entrepreneur.	
5	Whether the MSE organization is registered under MSE Type of Enterprise ' Trading '	

***Kindly furnish the copies of documents supporting your above claim along with this Annexure duly filled.**

***The Udyog Aadhar no of the bidder**

(Self-attested copy of Udyog Aadhar registration certificate should be submitted along with the technical bid)

Date:

Place:

Signature of the Bidder:

Name with seal:

Designation:

Address:

Annexure 05

BID SECURITY DECLARATION FORM

Date: _____ Tender No. _____

To

(insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/ We may be disqualified from bidding for any contract with you for a period of THREE year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, If required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signature

(insert signature of person whose name and capacity are shown)

in the capacity of

(insert legal capacity of person signing the Bid Securing Declaration)

Name

(insert complete name of person signing he Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on _____ day of _____ (insert date of signing)
Corporate Seal (where appropriate)

Annexure-06

MANUFACTURER'S AUTHORIZATION FORM

No. _____ Dated _____

To

Dear Sir,

Bid Ref. No. _____

We _____ who are established and reputable manufacturers of _____ having factories at _____ Registered office at _____ possessing Manufacturing Licence No. _____, dated _____, valid upto _____ (copy enclosed) do hereby authorize M/s _____ (Name and Address of Representative) to submit a bid, and subsequently negotiate and sign the contract with you against the above mentioned tender.

No company or Firm or individual other than M/s _____ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.

We hereby extend our full guarantee and warranty as per the tender conditions for the goods offered for supply against this invitation for bid by the above firm.

Your faithfully,

(Name)

For and on behalf of M/s _____

(Name of Manufacturers)

Note : This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer.

**For and behalf of the firm
(Firm Name & Address)**

Annexure 07

PERFORMANCE BANK GUARANTEE FORMAT*

To: _____ (Name of Purchaser) **WHEREAS** _____ (Name of Supplier) (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. _____ dated _____ 20____ to supply _____ (Description of Goods and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of _____ (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____ 20____.

Signature and Seal of Guarantors

Date: _____ 20 ____

Address: _____

*****The successful Bidder on whom the purchase order / Letter of Intent is placed shall be required to furnish a Performance Guarantee mandatorily only in the form of e-Bank Guarantee (e-BGs) from the Banks which are integrated with NeSL any other mode of Performance Bank Guarantees from such Banks will not be accepted. The details of Banks which are integrated with NeSL is listed at Annexure 16 and Indicative Challan for obtaining e-BG from Bank is at Annexure 17****

Annexure 08

CHECK LIST

SI N O	PARTICULAR OF DOCUMENT	ATTAC HED / NOT ATTAC HED	PAG E NO	Remark s
1	Forwarding letter indicating the submission of Technical documents along with check list of document			
2.	EMD/ Tender Fee in the form of BG/DD (copy of the NEFT/RTGS details)			
3	Tender document duly signed and stamped in all pages along with corrigendum if Any)			
4	Bid form as per Annexure 01			
5	Affidavit-Non conviction as per Annexure 02			
6	Power of Attorney for signatory of bid in Rs 200			
7	Annexure -03 - INFORMATION REGARDING BIDDER			
8	Annexure 04 - CATEGORY DETAILS OF ORGANIZATION			
9	Annexure 05 - BID SECURITY DECLARATION FORM			
10	Annexure 06 - Manufacturer Authorization Form (If Applicable)			
11	Annexure 08-Checklist			
12	Annexure 09- SELF DECLARATION – COMPLIANCE TO RULE 144 (XI) OF GFR 2017			
13	Annexure 10-PRE-CONTRACT INTEGRITY PACT			
14	Annexure 11-GENERAL FEATURES AND TECHNICAL SPECIFICATIONS OF STANDARD KIT			
15	Annexure 12- Fall clause Declaration			
16	Annexure 13- List of Bank Integrated with NESL			
17	Annexure 14- Indicative Challan			
18	The bidder must have an average annual turnover of ₹5 Crore and a positive net worth during the last three (3) financial years. i.e. 2023-24 , 2024-2025 and 2025-2026 (Original/ provisional).			
19	The bidder should submit Catalogue/ Brochure, write up for all the quoted items			
20	All the supporting documents against technical specification and technical compliance against each item as called for this tender			

Annexure 09

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:

(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:
Place:

Signature of the Bidder:

Name with seal:

Designation:

Address:

Annexure 10

PRE-CONTRACT INTEGRITY PACT

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

Between

HLL Life Care Limited, 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

----- India represented by Shri -----
---(hereinafter called the "BIDDER / Seller" / Contractor which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Party.

Preamble

[Both HLL and BIDDER referred above are jointly referred to as the Parties]

HLL intends to award, under laid down organizational procedures, Purchase orders / contract/s against Tender /Work Order. 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 BIDDERS with equity and reason, and will provide to all BIDDERS 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 BIDDERS in relation to tendering process or during the contract execution.

1.3 All the officials of HLL will report to Chief Vigilance Officer of HLL (CVO), 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 BIDDERS/ 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 BIDDERS 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 BIDDERS 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 integrator / manufacture /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 Bidders, 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.

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, 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
 - 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 Independent External Monitor(s) (hereinafter referred to as Monitor(s)) for this Pact in consultation with the Central Vigilance Commission. Contact details of IEM is as below:

Shri Ravi Dutt Kamboj, IFoS (Retd.)

Former Additional Principal Chief Conservator of Forest, Gujarat

Email :iemhll@lifecarehll.com)

HLL Lifecare Limited, HLL Bhavan, Poojappura,

Thiruvananthapuram 695 012, Kerala

7.2 The responsibility of the Monitor(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 Monitor(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 Monitor(s) have the right to access all the documents relating to the project/ procurement, including minutes of meetings.

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

7.6 The BIDDER(S) accepts that the Monitor(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 Monitor(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 Monitor(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 Monitor(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 Monitor(s) option to participate in such meetings.

7.8 The Monitor(s) will submit a written report to the CVO 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.

13.1 If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

13.1 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

BIDDER

Chairman and Managing Director
HLL Lifecare Limited,
Thiruvananthapuram.

(Name & Designation)

Witness

Witness

1.....

1.....

2.....

2.....

* Provisions of these clauses would be amended /deleted in line with the policy of HLL in regard to involvement of Indian agents of foreign suppliers.

GENERAL FEATURES AND TECHNICAL SPECIFICATIONS OF STANDARD KIT*

Note: The successful Bidder shall be recognized as the Implementing Agency responsible for project execution.

The smart OPD project is envisaged through a hub and spoke arrangement. The point of care devices will be provided in the spoke healthcare institutions and patients visiting the spoke hospital will be provided with specialty consultation services through the specialist doctors available in the hub. The hub and spoke will be connected through a single cloud based software where all the point of care devices will be connected. The software should be provided by the bidder and scalable to any number of spoke and hub institutions. The software should have provisions to connect selected spoke institutions to selected hub institutions.

For the successful execution of the Smart OPD Programme across all Hub and Spoke locations in the designated District, the Implementing Agency shall be responsible for the deployment, installation, and commissioning of Smart OPD Kits at all identified PHCs and AAMs & hub institutions; deployment of the Smart OPD application platform on the cloud infrastructure provided by state authorities or the bidders cloud platform and its ongoing maintenance throughout the contract period; software updates, version upgrades, and patch management during the contract term, including integration of the Smart OPD platform with the ABDM infrastructure and facilitation of ABHA ID generation for beneficiaries; onboarding of all users onto the Smart OPD portal, including doctors, nurses, paramedics, and administrators; periodic generation and submission of analytics and management reports to state authorities; and ensuring compliance with the applicable Telemedicine Practice Guidelines issued by the National Medical Commission (NMC), Government of India.

This will be a rate contract with a tentative quantity of 200 kits for the purpose of evaluation, though the order number may increase or decrease, the rates being the same as proposed under the EOI.

TECHNICAL SOLUTION COMPONENTS

POINT-OF-CARE DIAGNOSTICS HARDWARE KIT — CLINICAL VITAL SIGN CAPTURE

The Smart OPD hardware should be provided by the bidder and should comprise a set of medical-grade Point of Care Testing (POINT-OF-CARE DIAGNOSTICS) devices, each integrated with the Smart OPD software platform (to be provided by the bidder) for automatic, real-time transmission of clinical measurements. The platform should support the following devices as part of the Standard Kit:

Digital Blood Pressure Monitor (with cuff)

Pulse Oximeter

Non-Contact Thermometer

Digital Stethoscope

Portable ECG Device

Foetal Doppler

Multi-function General Examination Camera

IT hardware (Consists of laptop, printer and UPS (Uninterrupted Power Supply) should also be supplied along with the Standard Kit to support the IT needs of the platform)

High-Grade Pelican Case for storage and secure transport

In addition to the standard kit, the offered solution should have provisions to add the following devices supported by the same smart OPD software platform.

1. Handheld Portable X-Ray Machine with AI-assisted reporting

2. Spirometer
3. Glucometer
4. Lipid Analyser
5. Haemoglobin Meter
6. HbA1C Analyser

The broad technical characteristics of the Smart OPD POINT-OF-CARE DIAGNOSTICS devices will be as follows:

1. Native software integration with the Smart OPD platform for seamless vital sign transmission.
2. Bluetooth Low Energy (BLE) and USB dual-mode connectivity.
3. Rugged build quality designed for deployment in public healthcare environments.
4. Application-locked device usage to prevent misuse or unauthorised access.
5. Ultra-low power consumption supported by lithium polymer rechargeable batteries.
6. Redundant architecture with no single point of failure.
7. Preference for indigenously manufactured devices in line with Make in India guidelines.
8. High-precision sensors ensuring clinical-grade accuracy across all measurements.

DEVICE-WISE CLINICAL APPLICATION

Device	Clinical Purpose	Vital Parameters Measured	Applicable Medical Departments
Digital Stethoscope	Detects chest congestion, heart and lung sounds	2	General Medicine
Digital BP Monitor	Measures systolic and diastolic blood pressure (low/high)	1	General Medicine, Cardiology
Pulse Oximeter	Monitors pulse rate and oxygen saturation (SpO ₂); critical for respiratory illnesses	2	General Medicine, Pulmonology
Non-Contact Thermometer	Measures body temperature from the forehead without physical contact	1	General Medicine
General Examination Camera	Enables surface-level inspection of skin, eyes, nose, throat, ear, and oral cavity	5	Dermatology, ENT, Oncology (Upper), General Med.
Portable ECG	Detects cardiac irregularities (ischemia, arrhythmia, heart block)	1	Cardiology, General Medicine
Fetal Doppler	Monitors fetal heart rate for prenatal care	1	Gynecology

TECHNICAL SPECIFICATIONS OF STANDARD KIT

Each Telemedicine Kit shall include the following certified medical-grade devices, all integrated via Bluetooth for real-time data transmission, unless otherwise specified, to the host telemedicine platform.

Device	Description & Features	Certifications Required	Qty.	Technically complied (Yes/No)
Digital Stethoscope	- Bluetooth-enabled device for real-time streaming of heart and lung sounds - Built-in ambient noise reduction, hand tremor, and friction noise filtering - Rechargeable battery with USB charging support	USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / CDSCO Approved	1	
Digital Blood Pressure Monitor	- Non-invasive, oscillometric BP measurement - Supports adult cuff (S/M/L sizes) - Real-time Bluetooth data transfer	USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / CDSCO Approved	1	
Pulse Oximeter	- Finger probe for measuring oxygen saturation and pulse rate - Real-time data streaming over Bluetooth - Built-in display for standalone reading	USFDA Approved / CE Mark (Notified EU Body) / USFDA 510(k) / CDSCO Approved	1	
Non-Contact Thermometer	- Infrared thermometer for forehead temperature readings - Accurate readings within seconds - Real time Bluetooth data transfer - Rechargeable battery operation	USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / USFDA 510(k) / CDSCO Approved	1	
General Examination Camera	- Min Resolution :1280x1024 - Min 200X zoom with 1.3 MP camera - USB based High-resolution video capture with adjustable magnification - Suitable for Skin, ENT, and general examinations - Compatible with	ISO 9001:2015/ VOC (CE)	1	

	telehealth systems			
Portable ECG Device	- 12-channel simultaneous ECG acquisition -Bluetooth enabled - Built-in filters for baseline stability, muscle tremor, and electrical noise - Lead-off detection	USFDA Approved / CE Mark (Notified EU Body) /CDSCO Approved /CE Compliance, IEC 60601-1	1	
Fetal Doppler	- Accurate fetal heart rate monitoring - Bluetooth-enabled, Battery Operated	CDSCO Approved / CE Compliance	1	

All the equipment shall be connected to the software for providing smart OPD services
Digital Blood Pressure Monitor

- **Function:** Non-invasive blood pressure measurement
- **Features:**
 - Adult BP cuff included (Small/Medium/Large sizes supported)
 - Bluetooth connectivity
 - Real-time data transmission

Portable ECG Device

- **Function:** Captures 10-lead, 12-channel ECG signals
- **Features:**
 - Simultaneous acquisition
 - Bluetooth connectivity
 - Lead-off detection

Non-Contact Infrared Thermometer

- **Function:** Measures forehead temperature quickly without contact
- **Features:**
 - Bluetooth connectivity
 - Instant and accurate readings
 - Dual mode (forehead and ear)

Digital Pulse Oximeter

- **Function:** Measures SpO₂ and pulse rate
- **Features:**
 - Finger-probe design
 - Built-in display and Bluetooth streaming

Digital Stethoscope

- **Function:** Captures heart and lung sounds for diagnostic use

- **Features:**

- Bluetooth connectivity
- Advanced noise cancellation (ambient noise, tremors, friction)
- Rechargeable via USB

Handheld General Examination Camera

- **Function:** High-resolution video for dermatological and ENT use

- **Features:**

- Adjustable Magnification and microscopic imaging
- Seamless integration with telemedicine software

Fetal Doppler

- **Function:** Tracks fetal heart rate (FHR) during prenatal monitoring

- **Features:**

- Audio alert for abnormal readings
- Bluetooth connectivity, USB charging

Printer

Sl. No.	Parameter	Minimum Specification
1	Device Type	Monochrome Laser Printer
2	Functions	Print only
3	Print Speed	Minimum 25 ppm (A4)
4	Print Resolution	Up to 1200 × 1200 dpi
5	Duplex Printing	Automatic (Auto Duplex)
6	Connectivity	Wi-Fi (802.11 b/g/n), USB 2.0, Ethernet (10/100)
8	Paper Size	A4, A5, Letter
9	Paper Input Capacity	Minimum 200 Sheets
10	Duty Cycle	Minimum 8000 pages/month
11	Operating System	Compatible with Windows 10/11 (64-bit) and Linux
14	Accessories	Power cable, USB cable, Starter Toner, User Manual
15	Warranty	Minimum 1 Years

Laptop

Sl. No.	Parameter	Minimum Specification
1	Processor	Intel Core i5 (12th Generation or higher) or equivalent
2	Operating System	Windows 11 Pro 64-bit
3	Memory	8 GB DDR4/DDR5 RAM (Expandable to 16 GB)
4	Storage	512 GB SSD NVMe
5	Display	14-inch or 15.6-inch FHD (1920 × 1080)
6	Graphics	Integrated Intel Graphics or equivalent
7	Network	Gigabit Ethernet (RJ-45), Wi-Fi 6, Bluetooth 5.0 or higher
8	Ports	Minimum 3 × USB (at least one USB 3.0), 1 × USB Type-C,

		HDMI, RJ-45 Ethernet, Audio Combo Jack
9	Camera	HD Webcam with Integrated Microphone
10	Audio	Integrated Speakers and Microphone
11	Battery	Minimum 3-cell battery with 6 hours backup
12	Keyboard	Full-size Spill-resistant Keyboard
13	Warranty	Minimum 1 Years

Line Interactive UPS

Sl. No.	Parameter	Minimum Specification
1	UPS Type	Line Interactive UPS
2	Capacity	Minimum 1000 VA / 600 W
3	Input Voltage Range	140–300 VAC or better
4	Input Frequency	50 Hz $\pm 10\%$
5	Output Voltage	230 VAC $\pm 10\%$, Single Phase
6	Output Frequency	50 Hz ± 1 Hz (Battery Mode)
7	Transfer Time	≤ 10 ms
8	Output Waveform	Simulated Sine Wave / Modified Sine Wave or Better
9	Battery Type	Sealed Maintenance Free (SMF) battery
10	Automatic Voltage Regulation (AVR)	Buck & Boost Type
11	Protection	Overload, Short Circuit, Surge, Overcharge, Deep Discharge and Low Battery Protection
12	Audible Alarm	Power Failure, Low Battery, Overload and Fault
13	Certifications	BIS Certified, ISO 9001 Certified Manufacturer
14	Accessories	Input Power Cord and User Manual
15	Warranty	Minimum 1 Years Comprehensive Warranty on UPS and Battery

ADD-ON DEVICES TECHNICAL SPECIFICATIONS

HbA1c Analyzer

Sl. No.	Parameter	Technical Specification
1	Equipment Type	Point-of-Care HbA1c Analyzer
2	Intended Use	Quantitative estimation of HbA1c for diabetes screening and monitoring
3	Measurement Principle	Immunoassay / Boronate affinity / equivalent approved method
4	Sample Type	Capillary whole blood (finger prick) and/or venous blood
5	Test Time	≤ 5 minutes
6	Display	Built-in LCD / Touchscreen
7	Data Storage	≥ 400 patient test results
8	Connectivity	USB / Bluetooth / Wi-Fi
9	Power Supply	AC 220–240 VAC, 50 Hz
10	Consumables	Single-use cartridges / strips; 500 nos to be provided
11	Certifications	CDSCO / CE/ ISO 13485 certified/ USFDA
12	Warranty	Minimum 1 year

Lipid Profile Analyzer

Sl. No.	Parameter	Technical Specification
1	Equipment Type	Point-of-Care Lipid Profile Analyzer
2	Parameters	TC, TG, HDL, LDL
3	Intended Use	Cardiac risk screening and monitoring
4	Sample Type	whole blood
5	Test Time	≤ 5 minutes
6	Measurement Principle	Dry chemistry / Reflectance photometry
7	Display	Built-in LCD / Touchscreen
8	Data Storage	Patient-wise result storage
9	Connectivity	USB / Bluetooth / Wi-Fi
10	Power Supply	AC 220–240 VAC
11	Consumables	Single-use cartridges / strips; 500 nos to be provided
12	Certifications	CDSCO / CE/ ISO 13485 certified/ USFDA
13	Warranty	Minimum 1 year

Spirometer

Sl.No.	Parameter	Technical Specification
1	Device Type	Portable handheld digital spirometer
2	Intended Use	Pulmonary Function Testing (PFT) for adult and pediatric patients
3	Test Parameters	FVC, FEV1, FEV1/FVC, PEF, FEF25–75
4	Test Modes	Pre & Post Bronchodilator with Flow-Volume and Volume-Time curves
5	Flow Range	Minimum 0–14 L/s or better
6	Volume Accuracy	±2% or better
7	Measurement Principle	Optical interference-based digital turbine, ultrasonic, or equivalent technology
8	Display	Graphical display on device and/or mobile application
9	Connectivity	Bluetooth / USB
10	Standards	ATS/ERS 2019, ISO 26782 and ISO 23747 compliant
11	Certifications	CE / US FDA / CDSCO / ISO 13485 certified manufacturer
12	Consumables	Mouth piece 500 nos to be supplied
13	Software	The software shall be provided and installed in the laptop provided for smart OPD
14	Warranty	Minimum 1 years

Portable Hemoglobin Meter

Sl. No.	Parameter	Minimum Specification
1	Device Type	Portable handheld Hemoglobin Meter
2	Parameters	Hemoglobin (Hb) and Hematocrit (HCT)
3	Measurement Principle	Optical Reflectance / Photometric or equivalent
4	Sample Type	Capillary or Venous Whole Blood

5	Test Time	≤10 seconds
6	Display	LCD Display
7	Memory	Minimum 1,000 test records
8	Connectivity	Bluetooth / USB
9	Calibration	Factory calibrated
10	Power Supply	Battery operated and/or USB powered
11	Consumables	Single-use cartridges / strips; 500 nos to be provided
12	Standards	IVD device suitable for Point-of-Care Testing
13	Certifications	CE / US FDA / CDSCO /ISO 13485 certified
14	Warranty	Minimum 1 Years

Portable Blood Glucose Meter (Glucometer)

Sl. No.	Parameter	Minimum Specification
1	Device Type	Portable handheld Blood Glucose Meter
2	Measurement Principle	Electrochemical Biosensor
3	Sample Type	Fresh Capillary Whole Blood
4	Test Time	≤8 seconds
5	Coding	No Coding / Auto Coding
6	Display	LCD Display
7	Connectivity	Bluetooth and/or USB (Preferred)
8	Power Supply	Battery operated
9	Consumables	Single-use cartridges / strips; 500 nos to be provided
10	Standards	ISO 15197:2013 or latest
11	Certifications	CE/ US FDA / CDSCO and ISO 13485 certified
12	Warranty	Minimum 1 Years

Handheld Portable X-Ray Machine with AI-assisted reporting

Digital Radiography (DR) Detector

Sl. No.	Parameter	Technical Specification
1	Detector Type	Portable flat panel digital detector (DR)
2	Detector Size	Approximately 17 × 17 inch (430 × 430 mm)
3	Pixel Pitch	≤ 140 μm
4	Image Resolution	≥ 3,000 × 3,000 pixels
5	Scintillator	CsI conversion layer
6	Image Depth	Pure 16-bit AD conversion
7	On-board Storage	≥ 100 images
8	Communication Interface	Gigabit Ethernet and IEEE 802.11ac wireless
9	Calibration Modes	Auto Exposure Detection (AED), Auto Calibration Control, manual
10	Durability (whole surface)	≥ 200 kg load bearing
11	Ingress Protection	IP68 (Dust & water resistance)
12	Battery Type	Lithium-ion polymer
13	Weight (with battery)	≤ 5 kg

X-Ray Source / Generator

Sl. No.	Parameter	Technical Specification
1	X-ray Source	Portable / handheld X-ray generator
2	kV Range	≥ 70 kV
3	mA Range	≥ 2 mA
4	Exposure Time	0.04 – 2.0 s
5	mAs Range	0.8 – 4.0 mAs
6	Generator Power	≥ 140 W
7	Focal Spot	≤ 0.4 mm
8	Heat Storage	≥ 9000 HU
9	Battery Capacity	≥ 2500 mAh
10	Weight	≤ 2.5 kg
11	Operation	Manual / switch control

X-Ray Software – Image Acquisition & Processing

Sl. No.	Parameter	Minimum Requirement
1	Image Acquisition Software	Should support full image enhancement tools including contrast, brightness, window/level, zoom, flip, rotate, annotation, measurement, noise suppression, and digital collimation.
2	Review Platform	Real-time display on portable tablet/laptop with secure connectivity
3	Printer Compatibility	Compatible with dry laser printer for hard copies.

SMART OPD SOFTWARE PLATFORM — FUNCTIONAL OVERVIEW

The Smart OPD software platform, integrated with Point-of-care-testing devices, should be provided by the bidder and should be a comprehensive, cloud-hosted healthcare management application that will orchestrate all aspects of the virtual OPD lifecycle. The smart OPD services shall be provided in a Hub and Spoke model and the software provided shall be provided to all hubs and spokes. IT and Support Infrastructure should be compatible with the Smart OPD Hardware Equipment & Software. There shall not be any licensing cost for the software during the period of contract including the warranty and CAMC period. The platform should be capable of performing the following core functions:

1. Automated real-time capture of vital sign data from connected medical-grade IoT POINT-OF-CARE DIAGNOSTICS devices.
2. Live doctor-patient consultation with audio, video, and chat support.
3. Multi-party teleconsultation enabling specialist escalation within the same active call.
4. Digital diagnostic recording, e-Prescription generation, and referral management.
5. Capture, storage, and transmission of video and multimedia data from examination devices.
6. Patient and medical staff registration with comprehensive profile management.
7. Doctor and patient workflow management including scheduling and queue control.

8. Comprehensive medical history recording including immunisation, disability, and surgical history.
9. Electronic Health Records (EHR) encompassing diagnoses, symptoms, and clinical notes.
10. Secure transmission of all clinical data over encrypted communication channels.
11. Full compliance with Telemedicine Practice Guidelines issued by the National Medical Commission (NMC).
12. Role-Based Access Control (RBAC), hierarchical reporting, and clinical decision support.
13. In-app, SMS, and email notification system capability for appointments and consultations.
14. The software shall be made accessible to the mobile phones of the medical practitioners of the Hub for tele-consultation.
15. Standards interoperability: ICD-10, HIPAA, ABDM, and Medical Device integration.

ABDM INTEGRATION AND DIGITAL HEALTH COMPLIANCE

The Smart OPD platform should be fully integrated with and compliant under the Ayushman Bharat Digital Mission (ABDM) at Milestones 1, 2, and 3. This integration should enable the following key capabilities:

1. Linking of the patient's Smart OPD account and associated health records with their existing ABHA ID (Ayushman Bharat Health Account).
2. On-site ABHA ID creation using the patient's Aadhaar number, facilitating entry into the national digital health ecosystem.
3. Seamless receipt of digital diagnostic reports, e-Prescriptions, and clinical diagnoses from ABDM-verified healthcare providers.
4. Establishment of a unique, verified patient identity within the national health ecosystem enabling longitudinal health record management.
5. Consolidated linkage of all healthcare entitlements and benefits against the patient's unique ABHA number.
6. Elimination of redundant registration processes at health facilities, thereby reducing queue times and administrative overhead.

ROLE-WISE APPLICATION ACCESS

The Smart OPD application ecosystem should be designed to serve multiple user personnels within the healthcare delivery chain. Each role should be provided a dedicated, feature-appropriate interface with the following indicative capabilities:

1. **Patient:** Appointment booking; live doctor consultation; access to personal medical records and prescription history; download of digital prescriptions; notification management.
2. **Registered Medical Practitioner (Hub) :** Daily consultation schedule; initiation of live video consultation; digital prescription and diagnosis entry; specialist call escalation; appointment history and patient records.
3. **Nurse / Paramedic:** Clinical history capture; vital signs recording via POINT-OF-CARE DIAGNOSTICS devices; patient queue facilitation; video-assisted consultation with RMP; consultation summaries.
4. **Administrator:** Facility and user onboarding; role and privilege management; analytics dashboard; department configuration; system notification settings.
5. **Dashboard to State Authorities:** District-level performance analytics; teleconsultation metrics; health worker deployment reporting; population health trends; ABHA registration progress.

IMPLEMENTATION METHODOLOGY

Project Scope Overview

The Smart OPD deployment shall be initiated in the designated project areas with an initial rollout covering Primary Health Centres (PHCs) and Ayushman Arogya Mandirs (AAMs) / Sub-Centers. This first phase shall establish the foundation for subsequent scale-up to additional regions, districts and facilities, with the provision to augment kits with add-on devices as mentioned as per evolving departmental requirements.

The deployment configuration should be as follows: The Standard Smart OPD Kit or a Custom Kit tailored to the specific requirements of State Authorities. If the smart OPD is to be provided to different states, the customisation shall be done as per the concerned states requirement. The entire solution should be hosted on cloud infrastructure and delivered as a Software-as-a-Service (SaaS) model, ensuring zero on-premises IT burden to the state authorities.

Implementation Phases

The Implementing Agency should execute the project through five structured phases, each with clearly defined objectives, activities, and deliverables:

Phase 1: Project Initiation and Client Readiness Assessment

This phase should establish the foundational project governance structure. Upon receipt of the Work Order, the bidder will formally mobilise the project team, establish communication protocols, and initiate all preparatory activities.

1. Preparation and issue of a Project Initiation Note (PIN) aligned with the Work Order.
2. Convening of the project kick-off meeting with key Client stakeholders of HLL and State Authorities.
3. Technical and database teams will commence solution configuration and deployment preparation.
4. Preparation and finalisation of Master Mandatory Data Templates covering organisational details, department structure, administrator credentials, and user role definitions.
5. Definition of issue escalation protocols and a stakeholder communication matrix.
6. Identification, onboarding, and designation of project resources from bidder's side.
7. Procurement, assembly, quality-checking, and dispatch of Smart OPD Kits to identified facility locations.
8. State Authorities will designate internal project coordinators, including an IT/Cloud Coordinator and a Project Monitoring Team.
9. Verification of site infrastructure readiness: computing devices, broadband connectivity, LAN, and power backup arrangements.
10. Confirmation of data availability as per Master Data Templates and the Roles and Responsibility matrix.

Phase 2: Application Deployment, Configuration, and Go-Live

This phase should encompass all technical deployment activities including application configuration, integration testing, User Acceptance Testing (UAT), and controlled Go-Live at all designated locations.

1. Configuration of organisation setup including facility names, locations, and departmental hierarchy within the Smart OPD portal.

2. Bulk upload of user data onto the Smart OPD portal, or API-based integration where applicable.
3. Hardware installation, system configuration, and network connectivity testing at each facility.
4. Application Go-Live at PHC and AAM locations will take place upon successful completion of site readiness and UAT sign-off.

Phase 3: Capacity Building and User Training

A structured training programme should be designed and delivered to ensure all end-users — including medical officers, nurses, paramedics, and administrators — become fully proficient in operating the Smart OPD platform and associated hardware devices.

1. Development and confirmation of a Training Plan, Schedule, and Agenda with concerned state authorities.
2. Identification of nominated users from the state authorities for receiving training.
3. Preparation of training materials including user manuals, training presentations, and feedback forms.
4. Scheduling of training sessions with meeting invitations issued to all internal and client-side participants.
5. Conduct of hands-on joint training sessions at identified locations across the designated project areas.

Phase 4: Post Go-Live Support and Helpdesk Operations

The Implementing Agency should establish a dedicated helpdesk support mechanism to ensure uninterrupted system operation following Go-Live. This phase should include:

1. Configuration of the Helpdesk infrastructure including ticketing tools, telephonic support lines, and communication channels.
2. Formal release of centralised online and telephone-based Helpdesk contact details to HLL, state authorities and all facility staff.
3. Round-the-clock attendance to user queries, technical issues, and system escalations during operational hours.
4. Periodic maintenance windows and system update management with advance notification to HLL and state authorities.

Phase 5: Project Monitoring, Review, and Continuous Improvement

An ongoing governance mechanism should be established to monitor project performance, track key metrics, and resolve systemic issues arising from field operations.

1. A joint project review committee comprising Implementing Agency (bidder), HLL Lifecare and representatives of the State should be convened periodically to assess progress and address operational challenges.
2. A structured escalation process should be set up for critical issues identified during field operations.
3. Scheduled periodic review meetings should monitor KPIs, system adoption metrics, and performance indicators.
4. A continuous improvement cycle should run based on analytics data, user feedback, and field observations.

5. The minutes of all the review meetings shall be documented and sent to all stakeholders including HLL.

Manpower Deployment Support

Recognising that technology adoption is most effective when supported by dedicated human resources, the Implementing Agency should provide trained manpower as an integral component of the project delivery model. The following manpower deployment structure is envisaged:

1. **Smart OPD Kit Operators:** (To be provided at additional cost, rate shall be offered separately in the BOQ) One trained operator per Smart OPD Kit will be stationed at each spoke location to facilitate device operation, patient assistance, and routine quality checks. Minimum qualifications as follows-
 - a. Minimum 10+2 (Higher Secondary) pass from a recognized Board in any stream
 - b. Preferred: Graduate in any discipline, or Diploma/Certificate in Computer Science, IT, Electronics, or any allied health science from a government-recognized institution
 - c. Minimum 1 year of work experience in Data entry, MIS reporting, in any government or private organization or Field data collection using mobile/tablet-based applications (e.g., survey, census, scheme enrolment)
 - d. Freshers with the minimum educational qualification and demonstrated computer proficiency may be considered at the procuring authority's discretion.
 - e. Basic working knowledge of English sufficient to read software interfaces, device display outputs, and error messages
2. **Remote Helpdesk Operators:** (To be provided as standard) Centrally deployed, trained Smart OPD helpdesk executives will provide telephonic and online support to all facility users across the designated project areas. The support telephone number shall be provided to all Hub and spoke locations and displayed prominently in all locations. This support shall be provided in the warranty period and CAMC period.

ROLES AND RESPONSIBILITIES COMBINED HUB AND SPOKE RESPONSIBILITY MATRIX

The following table delineates the responsibilities assigned to the Implementing Agency and state authorities for the successful execution of the Smart OPD programme across all Hub and Spoke locations in designated District:

S. No.	Activity / Responsibility	Responsible Party
1.	Deployment, installation, and commissioning of Smart OPD Kits at all identified PHCs and AAMs	Implementing Agency
2.	Deployment on the provided cloud and ongoing maintenance of the Smart OPD application platform throughout the contract period	Implementing Agency
3.	Software updates, version upgrades, and patch management during the contract term	Implementing Agency
4.	Integration of the Smart OPD platform with ABDM infrastructure and facilitation of ABHA ID generation for beneficiaries	Implementing Agency
5.	Onboarding of all users onto the Smart OPD portal including doctors, nurses, paramedics, and administrators	Implementing Agency
6.	Periodic generation and submission of analytics and management reports to State Authorities	Implementing Agency

S. No.	Activity / Responsibility	Responsible Party
7.	Provision of functional internet connectivity and reliable power backup at each facility	State Authorities
8.	Appointment, scheduling, and roster management of medical officers, specialists, and paramedical staff at Hub and Spoke locations	State Authorities
9.	Ensuring compliance with applicable Telemedicine Practice Guidelines issued by the National Medical Commission (NMC), Government of India	Implementing Agency
10.	Provision of physical infrastructure at the facility level including furniture, workspace, and storage for equipment	State Authorities
11.	Conduct of structured capacity-building and user training programmes for all facility-level staff	Implementing Agency
12.	IT support for all Implementing Agency-supplied hardware assets including laptops, tablets, and printers	Implementing Agency
13.	Prompt repair or replacement of defective Implementing Agency-supplied IT hardware within agreed SLA timelines	Implementing Agency
14.	Responsible and compliant use of all supplied equipment by State staff in accordance with provided safety and operational guidelines	State Authorities
15.	Centralised helpdesk (call centre) support for all facilities during designated operational hours	Implementing Agency
16.	Warranty coverage during Year 1 and post-warranty Annual Maintenance Contract (AMC) services from Year 2 onwards	Implementing Agency

HUB LOCATION RESPONSIBILITY MATRIX

The following responsibilities should be specifically applicable to Smart OPD Hub facilities designated by State Authorities:

S. No.	Activity / Responsibility	Responsible Party
1.	Designation and deployment of qualified medical officers and specialists at Hub locations to attend to Smart OPD patients during defined working hours	State Authorities
2.	Maintenance of doctor roster and attendance records for Hub-based teleconsultation sessions	State Authorities
3.	Provision of doctor-facing tablets at each designated physician seat at Hub locations (Optional)	Implementing Agency
4.	Provision of appropriate workspace including tables and seating for medical practitioners at Hub facilities	State Authorities
5.	Provision of secure storage space in Hub facilities for POINT-OF-CARE DIAGNOSTICS devices, tablets, laptops, and related hardware pending distribution or maintained as spares	State Authorities
6.	Availability of adequate 5A power supply sockets for charging doctor tablets and associated devices as required	State Authorities

SPOKE (PHC/ AAM / SUB-CENTER) LOCATION RESPONSIBILITY MATRIX

The following responsibilities will govern operations at individual Smart OPD Spoke facilities:

S. No.	Activity / Responsibility	Responsible Party
1.	Deployment of Smart OPD Kit Operators at AAM/Sub-Center locations for facilitating POINT-OF-CARE DIAGNOSTICS device operation (if opted by State Authorities)	Implementing Agency
2.	Provision of appropriate seating for the Kit Operator, patient, and patient attendant at each Spoke location	State Authorities
3.	Provision of table-top workspace at each Spoke for placement of POINT-OF-CARE DIAGNOSTICS hardware, laptop, and printer	State Authorities
4.	Provision of a minimum of three 5A power supply sockets to support printer operation, POINT-OF-CARE DIAGNOSTICS device charging, and mobile / laptop charging	State Authorities
5.	Replenishment of operational consumables including device sanitisation supplies (sanitiser and wipes), printer paper (up to 5,000 sheets per cycle), hand sanitisers, and device batteries	Implementing Agency
6.	Timely repair or in-field replacement of defective bio-sensors and POINT-OF-CARE DIAGNOSTICS devices within agreed response timelines	Implementing Agency
7.	Day-to-day operation and management of the Spoke facility	State Authorities + Implementing Agency

Tablet Specification

Section 1: Display

Parameter	Minimum Specification Required
Screen Size	10.9 inches or larger (diagonal measurement)
Display Type	IPS LCD or superior technology (AMOLED / OLED acceptable)
Resolution	Minimum 1440 × 2304 pixels or equivalent WQXGA class
Refresh Rate	90 Hz or higher
Brightness	Minimum 500 nits typical; 800 nits or above in high brightness / outdoor mode preferred
Screen-to-Body Ratio	80% or above
Eye Care	Certified blue-light reduction or low blue-light mode preferred

Section 2: Processor and Performance

Parameter	Minimum Specification Required
Chipset	Octa-core SoC, 5nm fabrication node or smaller
CPU Configuration	Minimum 2 performance cores at 2.4 GHz or above; remaining efficiency cores at 2.0 GHz or above
GPU	Integrated GPU capable of smooth 1080p video rendering and concurrent multi-application operation
RAM	Minimum 8 GB LPDDR4X or higher generation
Internal Storage	Minimum 128 GB UFS 2.2 or faster
Expandable Storage	Dedicated microSDXC card slot, supporting minimum 1 TB expansion

Section 3: Stylus

Parameter	Minimum Specification Required
Inclusion	Active stylus must be supplied in-box with each unit; must not be a separately purchased or optional accessory
Input Technology	Active digitizer stylus using electromagnetic resonance (EMR) or equivalent active precision input technology
Pressure Sensitivity	Minimum 4,096 levels
Tilt Recognition	Preferred
Input Latency	Low-latency optimized for natural handwriting, prescription annotation, and form field navigation
Storage on Device	Integrated stylus slot or silo on device body preferred to prevent loss during clinical use

Section 4: Camera

Parameter	Minimum Specification Required
Front Camera Resolution	Minimum 10 MP, ultra-wide angle lens
Front Camera — Video	Full HD 1080p @ 30 fps minimum; auto-framing / subject tracking capability preferred
Rear Camera Resolution	Minimum 13 MP
Rear Camera — Video	4K @ 30 fps preferred; 1080p @ 30 fps minimum acceptable
Additional Features	Auto-focus; document scanning mode preferred

Section 5: Connectivity

Parameter	Minimum Specification Required
Wi-Fi	Wi-Fi 802.11 a/b/g/n/ac/ax (Wi-Fi 6 or Wi-Fi 6E) mandatory
Cellular	4G LTE mandatory; 5G Sub-6 GHz preferred
SIM Support	Physical Nano-SIM with eSIM support
Bluetooth	Version 5.3 or higher
USB	USB Type-C port (USB 2.0 minimum; USB 3.x preferred)
Satellite Positioning	GPS and GLONASS mandatory (cellular model); BeiDou / Galileo preferred
NFC	Preferred

Section 6: Battery and Charging

Parameter	Minimum Specification Required
Battery Capacity	Minimum 8,000 mAh
Wired Fast Charging	Minimum 25W; 45W or above preferred
Wireless Charging	Optional / preferred
Rated Usage	Minimum 10 hours of mixed workload (video calling and application usage combined) as rated by OEM

Section 7: Build, Durability, and Form Factor

Parameter	Minimum Specification Required
Ingress Protection	IP68 rating mandatory — dust-tight and water-resistant (minimum 1.5m submersion for 30 minutes)
Build Material	Aluminum alloy frame; glass or aluminum rear panel preferred
Weight	Not exceeding 550 grams
Form Factor	Approx. 254 × 165 × 7 mm or within ±10% of these dimensions
Biometric Authentication	Fingerprint sensor mandatory (side-mounted or under-display); face unlock as additional option preferred

Section 8: Operating System and Software

Parameter	Minimum Specification Required
Operating System at Supply	Android 14 or higher
OS Upgrade Commitment	Minimum 4 major Android version upgrades guaranteed by OEM from device launch date

Security Patch Support	Minimum 5 years of monthly security updates from device launch date
Enterprise / MDM Compatibility	Android Enterprise recommended (AER) certification mandatory, supporting remote device management and policy enforcement
MDM Software	MDM software should be from the same OEM for dynamic Boot Logo & Wallpaper and to push any application over the air on the tabs
Desktop / Docked Mode	Optional preferred — ability to connect to external monitor via USB-C or wireless display for workstation use

Section 9: Mandatory Accessories (to be supplied with each unit)

Accessory	Specification
Active Stylus	Included in-box as above
Protective Cover	Rugged book-style folio case with integrated kickstand, compatible with stylus use
Screen Protector	Anti-glare matte type; tempered glass preferred
Charging Adapter	Minimum 25W fast charger with USB-C cable; adapter must carry BIS certification

Section 10: Compliance and Certifications

Parameter	Requirement
Safety Certification	BIS (Bureau of Indian Standards) certification mandatory for supply in India
EMI/EMC	Should comply with applicable EMI/EMC standards for use in medical/clinical environments
OEM Warranty	Minimum 1 year onsite or carry-in OEM warranty; extended warranty option to be quoted separately
Make in India	Preference for devices manufactured or assembled in India under applicable PLI/MII criteria

- **The bidder should specify the technical specification compliance and mark if any deviation is there.**

FALL CLAUSE DECLARATION

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.

Seal and Signature of Authorized Signatory

Annexure-13

The details of Banks which are integrated with NeSL for obtaining e-BG is listed as below:

Sr. No. Banks / NBFCs

1. Axis Bank Ltd
2. Bank of Baroda
3. Bank of India
4. Bank of Maharashtra
5. Canara Bank
6. Central Bank of India
7. HDFC Bank Ltd
8. ICICI Bank Ltd
9. IDBI Bank Ltd
10. IFIN Securities Finance Ltd
11. Indian Bank
12. Indian Overseas Bank
13. Karnataka Bank
14. Indus Ind Bank Ltd
15. Kotak Mahindra Bank Ltd
16. Punjab & Sind Bank
17. Punjab National Bank
18. SIDBI
19. State Bank of India
20. Sundaram Finance Limited
21. Tata Capital Financial Services
22. The Federal Bank Ltd
23. The Karur Vysya Bank Ltd
24. The South Indian Bank
25. UCO Bank
26. Union Bank of India

Annexure- 14

For issuance of Electronic Bank Guarantees (e-BG) through National e-Governance Services Limited (NeSL) platform, the details of Challan form for obtaining e-BG from Bank is as under:-

Sr.No.	Field	Description of Field
1	PAN / UIN*	ANFPA6883M
2	Name	HLL Lifecare Limited
3	Email ID	sdrbdsouth@lifecarehll.com
4	Name of the Representative	Vice president (PS) & GH (HCS)
5	Mobile Number	9400027975
6	Relation to tender	Options are : Beneficiary
7	Tender Reference Number	
8	BG Amount	XXXXXXXXXX
9	BG CCY (currency by default this could be Rs.	Indian Rupees
10	Expiry Date	XXXXXXXXXX
11	Claim Expiry Date	XXXXXXXXXX

APPENDIX I

SAMPLE QCBS EVALUATION

QUALITY cum COST BASED SELECTION (QCBS) PROCESS			
1	MINIMUM QUALIFICATION SCORE IN TECHNICAL	70	
2	TECHNICAL SCORE		
	Bidder 1	94	
	Bidder 2	86	
	Bidder 3	55	
	Bidder 4	78	
3	BIDDER 3 IS REJECTED		
4	TECHNICAL BID SCORE (bidder score/ max score)100	(94/94)*100	
	Bidder 1	100	
	Bidder 2	91.49	
	Bidder 4	82.98	
5	PRICE BID DETAILS		
	Bidder 1	2,00,000.00	
	Bidder 2	1,80,000.00	
	Bidder 4	1,60,000.00	
6	PRICE BID SCORE (lowest price/bidder price)100		
	Bidder 1	80	
	Bidder 2	88.89	
	Bidder 4	100	
7	WEIGHTAGE FACTOR		
	TECHNICAL	75	
	FINANCIAL	25	
8	COMBINED EVALUATION 0.75(TBS)+0.25(PBS)		
	Bidder 1	95	RANK 1
	Bidder 2	90.84	RANK 2
	Bidder 4	87.23	RANK 3
9	IN CASE OF TIE BIDDER WITH HIGHEST TECHNICAL SCORE WILL BE DECLARED AS RANK 1		
10	RANK 1 IS SELECTED AS THE SUCCESFUL BIDDER		