

**IFB No: HLL/PSD/2026-27/TENDER/70**  
**Dt.16.09.2026**



**Request for Proposal**  
**For**  
**Engagement of an Agency for SAP**  
**Application Audit at HLL**

**Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012, Kerala, India.**

CIN: U25193KL1966GOI002621, Website: [www.lifecarehll.com](http://www.lifecarehll.com), Tel: +91- 471-2354949,2775500

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**HLL LIFECARE LIMITED**  
(A Government of India Enterprise)  
Corporate and Registered, Poojappura.P.O,  
Thiruvananthapuram – 695012, Kerala, India  
Phn: 0471- 2354949, 2775601

**NOTICE INVITING TENDER (NIT)**

**IFB No: HLL/PSD/2026-27/TENDER/70**

**16.09.2026**

To,

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Dear Sir,

HLL Lifecare Limited (HLL) a Govt. of India Enterprise under the Ministry of Health and Family Welfare invites proposal for the Engagement of an Agency for SAP Application Audit at HLL

Tender documents are available on HLL website ([www.lifecarehll.com](http://www.lifecarehll.com)) & GeM Portal which may be downloaded at free of cost.

You are requested to go through the bid document carefully and submit your proposals as per the instructions and guidelines given in the document.

Thanking You,

Yours Faithfully,

**Vice President (PS) and GH (HCS)**

Procurement Services Division

HLL Lifecare Limited

Corporate & Regd. Office

HLL Bhavan, Poojappura,

Thiruvananthapuram-695012

Phone No: – 0471-2354949, 2775000

### **IMPORTANT INFORMATION**

| Sl.No | Events                                                                  |                                                                                                                                                                                       |
|-------|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Tender Inviting Authority                                               | HLL Lifecare Limited                                                                                                                                                                  |
| 2     | Office address                                                          | HLL Lifecare Limited<br>Corporate and Registered Office<br>HLL Bhavan, Poojappura P.O<br>Thiruvananthapuram, Kerala 695012                                                            |
| 3     | RFP/Bid Number                                                          | HLL/PSD/2026-27/TENDER/70                                                                                                                                                             |
| 4     | Name of work                                                            | Engagement of an Agency for SAP Application Audit at HLL                                                                                                                              |
| 5     | Bid Security / EMD                                                      | Rs.2,00,000/-<br>(Note: In case of MSE or Start-up who are eligible for EMD exemption should provide a Bid Security Declaration is to be attached in the format given in the tender). |
| 6     | Period of completion of work                                            | 15 weeks from the date of issue of work order.                                                                                                                                        |
| 7     | Eligibility criteria for bidders                                        | As per the Tender document                                                                                                                                                            |
| 8     | Last Date & Time for Pre-bid Queries                                    | 18.00 Hrs. on 22.09.2026                                                                                                                                                              |
| 9     | Bid submission start date                                               | As Mentioned in GEM Portal<br><a href="https://gem.gov.in/">https://gem.gov.in/</a>                                                                                                   |
| 10    | Last date for submission of Bids                                        | As Mentioned in GEM Portal                                                                                                                                                            |
| 11    | Date of Opening of Technical Bids                                       | As Mentioned in GEM Portal                                                                                                                                                            |
| 12    | HLL A/c details for payment of Tender Fees<br>(Payment mode: NEFT/RTGS) | Name of Bank: State Bank of India<br>A/c number : 10183256222<br>IFSC Code : SBIN0004350<br>Branch name : Commercial Branch,<br>Thiruvananthapuram                                    |

**Note:**

- Any downloading from the website is at the sole risk and responsibility of the user. HLL will not be responsible for delay/difficulty/inaccessibility of the downloading facility for any reason whatsoever.
- Corrigendum/addendum to this tender if any, will be uploaded to the company website and GeM portal as mentioned above.

### **Disclaimer**

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

The information contained in this Tender Document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this Tender Document and any other terms and conditions subject to which such information is provided.

Though adequate care has been taken in the preparation of this RFP document, the interested firms shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

If a bidder needs more information than what has been provided, the potential bidder is solely responsible to seek the information required from HLL. HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary.

HLL Lifecare limited (HLL), Thiruvananthapuram reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application. HLL reserves the right to change/modify/amend any or all of the provisions of this RFP document.

Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

# **Part – I**

## **Introduction**

## **INTRODUCTION**

HLL Lifecare Limited (HLL) formerly known as Hindustan Latex Ltd is a Mini Ratna Govt. of India Enterprise, under the Ministry of Health & Family Welfare (MoHFW). HLL was established in 1966 to manufacture and supply condoms to the National Family Planning Programme of Govt. of India.

HLL has traversed a long path, over the past sixty years. From a single-product company, HLL has emerged as a multiproduct, multi-location Company with a wide range of healthcare products and services. The very purpose of business at HLL is to provide high-quality products and services at affordable prices. HLL has 7 state-of-the-art manufacturing facilities across India. Its consultancy services and products are parts of the global healthcare packages of international agencies such as UNPFA, UNOPS, UNHCR, WHO, PSI and IDA. HLL is also one of the leading social marketing organizations in the country in the area of contraceptives - with a market share of over 70 percent in the rural and semi-urban markets. On the global front, HLL brands today reach more than 85 countries. As a company under MoHFW, HLL partners and executes various government programmes which directly benefit the public in day to day life in health care sector. Over a period of time, HLL has been diversified its portfolio into Manufacturing, Service and infrastructural development.

Besides establishing its credentials as a dependable supplier of contraceptives and healthcare products HLL is the preferred implementation partner for many Government projects, especially in the areas of medical diagnostics services, running of maternity & child hospitals, and sale of generic drugs and medical devices through fair-price shops.

### **HLL Products**

HLL is one of the leading producers of contraceptives in the world. The range includes Male Condoms, Female condoms, Intra-Uterine devices, Oral Contraceptive Pills- Steroidal and Non-steroidal, Emergency Contraceptive Pills, Tubal Rings and Injectables. MOODS is the commercial condom brand of HLL and comes with 19 variants, appealing to customer segments across different age groups. Besides, HLL has a vast array of innovative healthcare products and services, ranging from Blood Bags to Blood Banking Equipment, Surgical Sutures and Equipment for Neonatal Care. HLL has been able to reach out and save millions of lives across the world, using its Blood Transfusion Service Equipment and Wound Care (WC) products. HLL also manufactures various Pharma Products for Women, Sanitary Napkins, Menstrual Cups, Vending Machines, Incinerators, Personal Lubes etc.

## **Health Care Services (HCS)**

Established under the brand name, **HINDLABS** is a network of state-of-the-art diagnostic centers and clinical laboratories across India. It offers the most comprehensive and advanced imaging and laboratory services at the most affordable prices for the general public. HINDLABS offers:

- Clinical Lab services - includes Hematology, Biochemistry, Pathology, Immunoassay, Microbiology & special tests
- Radio diagnostic imaging services - MRI Scan, CT Scan, X-Ray (Digital / CR System /conventional), 3D/4D Ultrasound, Mammography, BMD, OPG and Dental X-Ray etc

Currently, **HINDLABS** has a chain of 279 diagnostic centres established across 13 states in India providing affordable diagnostic services, thereby reducing the huge out-of-pocket expenses incurred by the general public.

## **Retail Pharmacy Services**

In 2015, HLL ventured into Pharma retailing. The division operates a retail chain of pharmacies offering quality pharmaceuticals, medicines, and implants to the common man at affordable prices. **AMRIT (Affordable Medicines and Reliable Implants for Treatment)**, an initiative of MoHFW is a network of pharmacies offering more than 5200 drugs, implants, surgical disposables, and other consumables at average discounts of up to 40% of the Maximum Retail Price (MRP). Today, AMRIT has a Pan-India presence across 28 states/ Union territories providing pharmacy services through 233 retail outlets.

HLL has also partnered with the state governments in spreading awareness among girl students regarding menstrual hygiene and health, supported by corporate social responsibility funds of various corporations.

## **HLL's subsidiary / associate companies:**

1. HLL Infra Tech Services Limited (HITES) for hospital infrastructure development
2. Hindustan Latex Family Planning Promotion Trust, a not-for-profit trust engaged in Social Marketing,
3. LifeSpring Hospitals a JV with Acumen Fund USA offering for maternity care services in the state of AP
4. Goa Antibiotics and Pharmaceuticals Limited (GAPL)and
5. HMA – HLL Management Academy
6. HLL Pratheeksha Charitable Society

## **Part – II**

# **General Instructions to Bidders**

## **General Instructions to Bidders**

### **1. Preparation of Bids**

- 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) 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

Phone No: – 0471-2775500, 2354949.

Email address: sdrbdsouth@lifecarehll.com

- 2. The bids shall be opened online. 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.
- 3. More details can be had from the Office of the Vice President (PS) and GH (HCS) during working hours. HLL 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.
- 4. A bidder shall submit only one bid in the same bidding process. A Bidder who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.
- 5. Joint ventures or Consortiums of bidders are not permitted.

6. 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.
7. 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.
8. In case, it is found during the evaluation or at any time before signing of the contract 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 Limited including but not limited to forfeiture of EMD, Security Deposit etc., as deemed fit by HLL Lifecare Limited.
9. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
10. The bidder should comply all statutory obligation in force and amended from time to time and HLL Lifecare Limited will not be held responsible in any manner whatsoever for any non-compliance of statutory obligations by the bidder.
11. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.
12. 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.
13. The tender is liable to be suspended or cancelled at any time at the discretion of the company without assigning any reason.

## **Part – III**

# **General Conditions of Contract**

## General Conditions of Contract

General conditions of contract are broad guidelines to be followed while formulating the bid and its submission to the Purchaser. It also describes the methodology for opening and evaluation of bids and consequent award of contract.

### 1. DEFINITIONS

In this Contract, the following words and expressions shall have the meanings as stated below:

- a. **'Invitation for Bid'** shall mean and include the present document, and such other complements and agenda, which may subsequently be issued in this connection.
- b. **'Bidder/Tenderer'** shall mean the person, firm or Corporation submitting a bid against this invitation for bid and shall also include his agents and representatives.
- c. **'Purchaser/Owner'** shall mean HLL Lifecare Limited (HLL) (Thiruvananthapuram) or its units thereof.
- d. **'Project Manager'**, shall mean the Manager appointed by the purchaser/owner to oversee and execute all activities of the project/ duties delegated by HLL
- e. **'Acceptance Letter'**, shall mean written consent by a letter of purchaser/owner to the bidder intimating him that his tender has been accepted.
- f. **'Date of Contract'**, shall mean the date of issue of Notification of Award.
- g. **'Contract Period'**, shall mean the period specified in the tender documents during which the contract shall be executed.
- h. **'Completion Certificate'**, shall mean the certificate issued by the purchaser/owner to the Bidder after successful completion of the project.
- i. **'Supplier/ System Integrator'**, shall mean the successful bidder whose tender has been accepted by the purchaser/owner and to whom the order is placed by the purchaser/owner and shall include his heirs, legal representatives, successors etc.
- j. **'Personnel'** means professional and support staff provided by the bidder
- k. **'Third Party'** means any person or entity other than the HLL and the Bidder

- I. **‘Maintenance’** shall mean and include ongoing production support and small software modifications, bug fixing, enhancements, online and onsite help, support services and adaptation to changed environments.

## **2. SCOPE OF THE BID**

HLL invites online bids from interested & eligible bidders for participation in the bidding process for selection of an agency/firm to carry out tasks mentioned in scope of work section of this tender for the AUDIT OF SAP APPLICATION IMPLEMENTED AT HLL.

## **3. Pre-Bid Queries Submission conditions**

- 3.1 All bidders are advised to study the bid document thoroughly before raising any clarifications/queries.
- 3.2 Any bidder requiring a clarification of the bid document must notify HLL by email on or before 22.09.2026, 18.00 Hrs. in the pre-bid questionnaire format (**Annexure-2**) given in this document. Any request for clarification must be addressed to **sdrbdsouth@lifecarehll.com**.
- 3.3 The compilation of all clarifications sought / queries and its replies shall be made available as corrigendum in the same tender portal. Any modification of the RFP which may become necessary as a result of the pre-bid queries shall be made by HLL exclusively through the issuance of corrigendum.
- 3.4 It may be noted that no queries of any bidder shall be entertained after the deadline for submitting the queries.

## **4. ELIGIBLE BIDDERS**

### **Qualification Criteria for bidders**

The prospective bidder should satisfy the following criteria. The bidder should clearly indicate the compliance towards each requirement as per the following table. The bidders should also upload/ submit the valid documentary proof or respective certificates as mentioned in the prequalification compliance form.

Bidders shall enclose as part of its offer, relevant details and documents establishing its eligibility and qualification to perform the contract.

The minimum criteria to participate in this IFB are as under:

**ELIGIBILITY CRITERIA FOR QUALIFYING IN THE TECHNICAL BID**

| Sl. No | Condition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Documents Required                                                                                                                           |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | <b><u>Company/ agency</u></b><br>The bidder shall be an Indian Company/Firm for the last Seven(7) Years as on 30.08.2026 and registered under either ; <ul style="list-style-type: none"><li>• The Indian Companies Act, 2013</li></ul> <b>OR</b> <ul style="list-style-type: none"><li>• A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008</li></ul> <b>OR</b> <ul style="list-style-type: none"><li>• A partnership firm registered under the Indian Partnership Act, 1932.</li></ul>                            | Copy of valid Certificate of Incorporation or Certified copy of valid Partnership Deed.                                                      |
| 2      | <b><u>Registration with Tax Authority</u></b><br>The bidder should be regular tax payer under the Income Tax Act.                                                                                                                                                                                                                                                                                                                                                                                                                                       | Details of PAN, GST etc.                                                                                                                     |
| 3      | <b><u>Experience</u></b> <ul style="list-style-type: none"><li>• The bidder should have been in operations for a period of at least 7 years as on last date of bid submission. Attach an undertaking to this effect.</li><li>• Bidder should be an auditing firm having at least 5 years of experience in auditing of ERP Applications. Attach documentary proof in support.</li></ul>                                                                                                                                                                  | Documentary evidences like Work Orders, Completion Certificates, Client Certificate etc. for the same should be attached along with the bid. |
| 4      | <b><u>Experience in SAP Audit</u></b><br>The bidder should have successfully completed at least <b>Three (3)</b> similar assignments involving the audit of SAP ERP applications in an integrated ERP environment during the last five years, including either: <ul style="list-style-type: none"><li>• At least <b>one (1) contract</b> with a minimum value of <b>₹50 Lakhs</b> (Rupees Fifty Lakhs only); <b>or</b></li><li>• At least <b>two (2) contracts</b>, each with a minimum value of <b>₹30 Lakhs</b> (Rupees Thirty Lakhs only).</li></ul> | Documentary evidences like Work Orders, Completion Certificates, Client Certificate etc. for the same should be attached along with the bid. |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                              |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5  | <p><b><u>Turnover</u></b></p> <p>The bidder's annual turnover should be at least an average value of Rs.100 Crores (Rupees Hundred Crores only) during the last three years. The turnover refers to the bidding company alone and not the composite turnover of its subsidiaries / sister concerns etc.</p>                                                                                                                                                                                       | Documentary evidence for the same shall be submitted along with the bid.                                                                                     |
| 6  | <p><b><u>Positive Net Worth</u></b></p> <p>The bidder should have a positive net worth during last three years. (Supported with Audited Balance Sheet and Profit &amp; Loss Account or Annual Report for the last three financial years, 2022-2023, 2023-2024 and 2024-2025).</p>                                                                                                                                                                                                                 | Attach documentary proof in support.                                                                                                                         |
| 7  | <p><b><u>Non-Blacklisting</u></b></p> <p>The bidder should not have been blacklisted in past three years by any State/Central Government Organizations / Firms / Institutions</p>                                                                                                                                                                                                                                                                                                                 | Self-certificate (in the format of <b>Annexure-1</b> ) stating that the bidder has not been blacklisted by any institution of the Central / State Government |
| 8  | <p><b><u>Certifications</u></b></p> <p>The bidder should have a valid CMMI Level 3 or above /ISO 9001 / ISO 27001 certification as on the date of submission of bid.</p>                                                                                                                                                                                                                                                                                                                          | Attach documentary proof in support.                                                                                                                         |
| 9  | <p><b><u>Personnel Qualifications</u></b></p> <p>The bidder should have in roll personnel having following qualifications:</p> <ul style="list-style-type: none"> <li>➤ CA with CISA/DISA</li> <li>➤ SAP Certified ECC6 /<i>Technical Professional</i></li> </ul> <p>The team of auditors/consultants engaged for ERP audit in HLL should have one or more of the above qualifications. The consultants working in each module should have minimum 2 years' experience in respective modules.</p> | Attach documentary proof of list of personnel to be deputed for HLL project along with their qualification and experience.                                   |
| 10 | Consortium of bidders shall not be allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                              |

## **5. Earnest Money Deposit.**

5.1 The Bidder must submit Earnest Money Deposit (EMD) of Rs.2,00,000/- (Rupees Two Lakhs only) along with the Technical Bid shall be paid through RTGS/NEFT transfer in the following HLL A/c details. Failing that, the bidder's bid will not be opened.

**Name of Bank:**           **State Bank of India**  
**A/c number :**           **0030307535628**  
**IFSC Code :**           **SBIN0004350**  
**Branch name :**       **Commercial Branch, Thycaud,**  
                                  **Thiruvananthapuram**

5.2 Document of the above transactions completed successfully by the bidder, shall be enclosed along with the Technical Bid only. 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.

5.3 SSI/MSE units interested in availing exemption from payment of EMD should submit a valid copy of their Udyog Aadhar registration Certificate issued by the concerned DIC or NSIC. But the Party has to provide Security deposit if Tender is awarded to them.

5.4 Start-up units interested in availing exemption from payment of EMD shall submit a valid copy of Registration Certificate from Department of Industrial Policy & Promotion along with the tender. But the party has to provide security deposit if Tender is awarded to them.

5.5 The EMD is interest free. The EMD of the unsuccessful bidder will be discharged /returned after acceptance of Work Order by the successful bidder.

5.6 The EMD of the successful bidder shall be returned after acceptance of Work Order and upon submission of Security Deposit within 15 days of the award of the Work Order.

5.7 The bid security/EMD may be forfeited:-

5.7.1 If the bidder withdraws his bid during the period of bid validity specified by the bidder.

5.7.2 In the case of successful bidder, if the bidder fails to accept the order and submit the security deposit.

## **6. Bidding Document**

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of their bid without any further reference to the bidder.

## **7. Bid Validity**

The validity of both Technical Bid and Price bid shall be valid for 180 days. However, HLL reserves the right to limit/extend the validity period without assigning any reason.

## **8. Evaluation Criteria for Technical Bid & Commercial Bid**

8.1 The Purchaser will scrutinize the offers to determine whether it is complete, whether errors have been made in the offer, whether required technical documentation has been furnished. Offers with incorrect information or not supported by documentary evidence, wherever called for, would be summarily rejected.

8.2 The Technical Bids will be evaluated for compliance with the prescribed Technical Specifications mentioned under the Scope of Work (SoW) and Supported Documents for proving the eligibility criteria mentioned in this bid. Bids which are not complied will be treated as Non-Responsive and summarily rejected.

8.3 For proper scrutiny, evaluation and comparison of offers, the purchaser may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder will be required to give presentation on the systems offered.

8.4 The commercial bids of the technically qualified bidders in the Technical Bid Evaluation will only be considered for the opening of Commercial Bids.

#### **9. Placement of Order**

The Purchaser shall consider placement of Work order(s) for items quoted only on the first lowest responsive bidder (will be referred as L 1) who is technically and commercially qualified.

#### **10. Acceptance of Order**

The supplier/contractor shall give acceptance of the order placed, by sending duly signed copy of the Work Order within 3 days from the date of order, failing which, the Purchaser shall have right to cancel the order.

#### **11. Signing of contract**

The issue of Work Order shall constitute the award of contract to the bidder. On receipt of the Work Order by the supplier/contractor, a contract agreement shall be submitted in the format given by the Purchaser within 15 days from receipt of the order.

#### **12. Non-Disclosure and Confidentiality**

The Bidder/Selected Service Provider shall maintain strict confidentiality with respect to all information, data, documents, records, processes, system details, credentials, technical specifications and other information, whether written, electronic or otherwise, made available to or accessed by it in connection with the tender and/or execution of the contract.

The Bidder/Selected Service Provider shall use such information solely for the purpose of performing its obligations under the contract and shall not, without the prior written consent of HLL, disclose, reproduce, copy, transmit, publish or otherwise make available such information, in whole or in part, to any third party, except to its employees or authorised personnel who have a legitimate need to know such information for performing the contracted services and who are bound by confidentiality obligations no less stringent than those specified herein.

The Bidder/Selected Service Provider shall implement appropriate administrative, technical and organisational safeguards to prevent unauthorised access, use, disclosure, alteration, loss or destruction of confidential information and data. The Bidder/Selected Service Provider shall immediately notify HLL of any actual or suspected unauthorised access, disclosure, data breach or loss of confidential information.

The confidentiality obligations shall survive the expiry or termination of the contract. Upon completion or termination of the contract, the Selected Service Provider shall, as directed by HLL, return or securely destroy all confidential information, documents, copies and data in its possession or control, subject to any statutory or regulatory requirements for retention.

Any disclosure required by law, court order or direction of a competent authority shall, to the extent legally permissible, be notified to HLL in advance and shall be limited strictly to the information required to be disclosed.

The Bidder/Selected Service Provider shall be responsible for ensuring compliance with this clause by its employees, agents, subcontractors and other personnel engaged in the performance of the contract. Any breach of this clause shall be dealt with in accordance with the terms and conditions of the tender/contract, without prejudice to HLL's other rights and remedies available under applicable law.

**Non-Disclosure Agreement (NDA):** The successful bidder shall execute a Non-Disclosure Agreement (NDA) with HLL **within 15 days from the date of Work Order**, in the format prescribed by HLL, prior to commencement of the services. The NDA shall incorporate the confidentiality and non-disclosure obligations specified in this tender and shall remain binding on the successful bidder, its employees, authorised personnel, agents, subcontractors and other persons engaged in the execution of the contract for the duration of the contract and thereafter for the period specified in the NDA or as required under applicable law.

**13. Period of Schedule:-**

The entire project is to be completed as per the mutually finalized project plan from the date not more than 15 Weeks from the date of Work Order.

**14. Payment Terms**

| Sl. No | On completion of following activities                                                                                                                   | Payment % of the quoted amount |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| 1      | Successful submission of draft reports and documents as mentioned in the Purchase Order/ bid document duly certified by the authorized official of HLL. | 50%                            |
| 2      | Successful submission of final Audit report duly certified by the authorized official of HLL.                                                           | 50 %                           |

**15. Paying Authority**

The payments as per the Payment Schedule covered here in above shall be paid by HLL Lifecare Ltd. However, Payment of the Bills would be payable on receipt of advice/confirmation for satisfactory completion certificate from the User Department.

Following Documents are to be submitted for Payment:

- Three copies of invoice.
- Installation Report, counter signed by authorized officials of both purchaser and supplier.
- Account details for payment through RTGS/NEFT, i.e., Name of Bank, Name of Branch, IFSC Code, Account No. etc. if applicable.

**16. Penalty or Liquidated Damages for delayed Implementation**

The bidder has to abide by project schedule given in the order strictly. Penalty @ 1% value of the order per week of delay subject to a maximum of 10% of the value of the supply defaulted will be imposed if the work done is accepted by the company after the stipulated project period.

## **17. Termination of Contract**

17.1 HLL may at any time terminate the contract, if the bidder is unable to provide the services as per the contract. In such cases, if any amount is due to the Bidder on account of the work executed by him, if payable, shall be paid to him only after due recoveries as per the provisions of the contract and after alternate arrangement to complete the work has been made at the Bidder's cost and risk.

17.2 In the event the Bidder's Company or the concerned Division of the company is taken over/bought over by another company, all the obligations under the agreement with HLL, should be passed on the compliance by the new company new Division in the negotiation for their transfer.

## **18. Indemnification Clause**

The bidder shall indemnify and hold harmless the Purchaser from and against all claims, liability, loss damage or expense, including counsel fees arising from or by reason of any actual or claimed trade mark, patent or copy right infringement or any litigation based thereon with respect to any part of the items covered by the Contract, and such obligations shall survive acceptance of payment for the items

## **19. Jurisdiction**

All questions, disputes or difference arising under, out of, or in connection with contracts shall be subject to the exclusive jurisdiction of the Courts at Thiruvananthapuram, Kerala, India.

## **20. Force Majeure**

In the event of either party being rendered unable by 'Force Majeure' to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such 'Force Majeure' will stand suspended for the period during which such cause lasts. The word 'Force Majeure' as employed herein shall mean acts of God, war, revolt, agitation, strikes, riot, fire, flood, sabotage, civil commotion, pandemic, acts of government of the two parties, which makes performance impossible or impracticable and any other cause, whether of kind herein enumerated or otherwise which are not within the control of the party to the contract and which renders

performance of the contract by the said party impossible. HLL may allow additional time as is mutually agreed, to be justified by the circumstances of the case. The occurrence/cessation of force majeure situation is to be informed with documentary evidence within 15 days from the date of occurrence/cessation.

## **21. Miscellaneous**

- 21.1 The Bidder shall be entirely responsible for all taxes, duties, octroi, license fees, etc., incurred for performance of the services. If there is any reduction in taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to HLL.
- 21.2 The selected bidder shall not, without HLL's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, software code, sample of information furnished by or on behalf of HLL in connection therewith, to any person other than a person employed by the Bidder in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 21.3 If the selected bidder is not able to fulfill its obligations under the contract, which includes non completion of the work, the HLL reserves the right to accomplish the work through another bidder and EMD of bidder will be forfeited. Also any costs, damages etc. resulting out of the same shall have to be borne by the selected bidder.
- 21.4 HLL reserves the right to annul the bidding process at any time prior to award of Contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders on the ground of HLL's action.
- 21.5 Prior permission must be taken from HLL for running any external tools/ programs if any, during the conduct of the audit. The details, scope of such tools should be documented and made available to HLL before usage of the same. Any violation to the declared features, data gathered thereof will lead to termination the contract and blacklisting.

- 21.6 The quoted amount shall also include all expenses towards travel to various places / destinations in India in connection with completion of work.
- 21.7 Bidder shall make its own arrangements for movement of human resources and equipment within and outside the sites/units/offices at the various locations covered by the Contract.
- 21.8 No boarding /lodging will be provided by HLL to the staff of Bidder. The same has to be arranged by the successful Bidder at its own cost.

# **Part – IV**

## **Scope of Work**

## **SCOPE OF WORK**

### **1. Background**

#### **1.1 ERP Implementation at HLL**

HLL has implemented SAP ECC6 EHP8 on HANA DB covering all major functional areas. The scope of operation includes all the manufacturing units and offices of HLL with the objective to capture all transactions at source and to optimize the functional processes. The application is hosted in the **AWS Cloud environment**, enabling all offices and manufacturing units to transact online through designated endpoints.

HLL has implemented the following modules to automate different functional areas:

- PP – Production Planning
- QM – Quality Management
- SD– Sales and Distribution
- FICO– Financial Accounting and Controlling
- MM- Material Management
- PM– Plant Maintenance
- PS– Project Systems
- DMS- Document Management System
- HCM - Human Capital Management
- SAP Net Weaver
  - Enterprise Portal
  - ESS –Employee self Service
  - MSS –Manager Self Service
- Business Intelligence
- Collabera Optisuite

All these modules consist of both the standard SAP processes as well as customized processes developed as per requirements of HLL.

#### **1.2 Existing IT Infrastructure**

HLL has implemented a cloud-based infrastructure on the **Amazon Web Services (AWS) Cloud** for hosting and operating its SAP applications. The infrastructure has been designed to provide secure, reliable, and highly available access to SAP services for HLL's offices, manufacturing units, and authorized remote users. The key characteristics of the infrastructure are as follows:

1. **Secure Connectivity for Offices and Factories:** All major offices and manufacturing units of HLL are connected to the AWS Cloud infrastructure through secured **Site-to-Site VPN connectivity**. This enables secure and reliable communication between the respective locations and the SAP applications hosted in the AWS environment.
2. **Connectivity for Small Offices and Remote Users:** Small offices and authorized remote users access the AWS-hosted SAP environment through **Mobile/Client VPN connectivity**, ensuring secure access to business applications from locations where dedicated connectivity is not available.
3. **Disaster Recovery and High Availability:** The major SAP applications, including **SAP ECC and Enterprise Portal (EP)**, are deployed across separate **Availability Zones** within the AWS environment. The alternate Availability Zone is utilized to provide disaster recovery capability and facilitate continuity of SAP operations in the event of a failure affecting the primary environment.
4. **Compliance with MeitY Guidelines:** The AWS Cloud infrastructure is configured and operated in accordance with the applicable **Ministry of Electronics and Information Technology (MeitY) guidelines and requirements** relating to cloud infrastructure, security, data protection, and compliance.
5. **Implementation of Security Controls:** Appropriate security solutions and controls have been implemented within the AWS Cloud infrastructure to protect the SAP environment against unauthorized access, security threats, data loss, and other cyber risks. These controls include network security, access control, monitoring, logging, and other applicable security mechanisms.

## 2. Objective

HLL intends to appoint a suitably qualified and experienced service provider ("Consultant") to conduct a comprehensive SAP/ERP Audit of its existing SAP landscape.

The objective is to conduct a SAP Application related audit of the end to end integrated systems implemented in HLL and to bridge the gaps with respect to business risks and control needs. The audit shall assess the extent to which the implemented SAP solution, functionality, integrations, reports, custom developments and associated capabilities are being effectively utilised. The engagement shall identify gaps, underutilization, duplication and opportunities for optimization.

The Consultant shall provide an independent assessment and actionable recommendations to maximise the business value derived from HLL's SAP investment.

The scope of the engagement shall, inter alia, include the following:

- Assess IT General Controls and application controls relevant to the SAP/ERP environment.
- Identify potential security and access-related concerns arising from inappropriate or unused user roles.
- Assess the current level of utilisation of SAP functionality across business functions and HLL units.
- Determine whether implemented SAP functionality is being used as intended.
- Identify functionality that is under-utilised, unused, duplicated or obsolete.
- Identify critical business processes being performed outside SAP through Excel, email, manual registers or other systems.
- Identify opportunities for process simplification and increased use of standard SAP functionality.
- Develop a prioritized roadmap for improving SAP utilisation and achieving measurable business benefits.
- Assess whether SAP integrations, key control checkpoints, and error-handling mechanisms are appropriately configured, operating effectively and adequately monitored.

### **3. Scope of Work – SAP/ERP Audit**

#### **3.1 General Guidelines:**

- a. The Bidder must utilize industry standard methodologies, best practices for SAP application related audit. Tools and Software that may be used for the audit activity must be licensed.
- b. Standards of Security and Quality must be followed during the SAP application related Audit activity.
- c. The bidder should adhere to the timelines specified.
- d. The Bidder must ensure the integrity and confidentiality of the logs while accessing the systems. The Successful Bidder will be required to sign Non-Disclosure agreement and confidentiality agreement before accessing the HLL IT systems. With or without a Non-Disclosure Agreement contract, the

bidder is ethically bound to confidentiality, non-disclosure of HLL information.

- f. Bidder must ensure that suitable personnel with requisite qualifications and experience are available at the time of the audit. Bidder must provide the details of all personnel who will be working for this project

### **3.2 The detailed scope of work**

The detailed Scope of Work (SoW) to be undertaken as part of the SAP/ERP Audit is set out below. The scope shall encompass a comprehensive assessment of SAP utilization, IT General Controls, application controls, security and access management, technical and functional utilization, and opportunities for system and process optimization.

#### **3.2.1 IT General Controls**

##### **A. Change Management**

- Change requisition procedure.
- Change authorisation and development.
- Change testing, including functional testing and User Acceptance Testing (UAT), as applicable.
- Change approval.
- Management of emergency changes.

##### **B. Logical Security and User Access Management**

- Account settings.
- Password security.
- User access management, including user creation, modification and revocation processes for routine and privileged functions.
- Management of access to system tools and resources.
- Assessment of user roles and identification of inappropriate or unused access.
- Review of Segregation of duties

##### **C. Backup and Recovery Management**

- Backup schedule configuration.
- Backup frequency.
- Effectiveness of backup controls.
- Storage and retention of backups.

## **D. Scheduled Processing and Background Jobs**

- List of scheduled programs and classification, including system and financially significant programs, as applicable.
- Batch job management, including data uploads through interfaces.
- Monitoring of scheduled programs and background jobs.

### **3.2.2 Application Controls Review**

The Consultant shall understand the relevant business processes; identify risks and mitigating controls present in the application for critical transactions, as applicable for the modules implemented. Critical transaction is one that posts data to SAP and can materially affect financial records, inventory, customers/vendors, or other key business information.

- Financial Configuration Controls: Review financially significant SAP configurations affecting accounting, financial reporting and transaction processing
- Master Data Controls: Assess controls over the creation, modification, approval, maintenance of critical SAP master data.
- Audit Trails and Monitoring: Assess the adequacy, integrity, retention and monitoring of SAP audit trails, change logs and user activity logs and provide actionable recommendations for improvement.

### **3.2.3 Module-wise Functional Utilisation**

The Consultant shall assess the utilisation of all relevant implemented SAP modules, including, but not limited to:

- SAP FICO – Financial Accounting and Controlling
- SAP MM – Materials Management
- SAP SD – Sales and Distribution
- SAP PP – Production Planning
- SAP QM – Quality Management
- SAP PM – Plant Maintenance
- SAP PS – Project Systems
- SAP HCM – Human Capital Management
- SAP BW/Analytics
- Document Management System (DMS), where implemented
- Collaberaoptisuite (export documentation), as applicable

For each relevant module, the Consultant shall assess:

- Functionality implemented.
- Functionality actively utilised.
- Functionality partially utilised.
- Functionality not utilised.

- Frequency and volume of usage.
- Business processes supported.
- Use of external applications.
- Duplicate functionality.
- Obsolete functionality.
- Opportunities to increase Utilisation.
- Gaps in Seamless integration within SAP

The Consultant shall identify manual processes that could reasonably be automated through SAP or associated technologies.

#### **3.2.4 Review of Integration touchpoints**

The Consultant shall review key SAP interfaces and integrations with internal and external systems.

The review shall cover:

- Purpose and business requirement.
- Data exchanged.
- Frequency.
- Manual intervention.
- Duplicate data entry.
- Business criticality.
- Opportunities for simplification.

#### **3.2.5 SAP ECC System & Technical Assessment**

The consultant shall assist HLL team for S/4HANA readiness check and provide following SAP S/4HANA migration report

- Simplification check report
- PRD EWA reports
- PRD Sizing report
- FUE count report
- SPIDE report
- Data volume reduction potential report
- SAP Usage and data profiling report

The Consultant shall assess and identify opportunities to optimise storage utilisation and reduce infrastructure costs. This shall include providing recommendations and an indicative approach for data archival and purging activities.

## **SAP S/4HANA Target Architecture**

The consultant shall :

- Recommend suitable SAP S/4HANA deployment model:  
SAP S/4HANA Private Cloud / Public Cloud / RISE with SAP
- Recommend SAP S/4HANA migration approach i.e. to be consider as  
Green field, Blue field or brown field project.
- Define high-level system landscape (DEV, QA, PRD)
- Define integration and security approach
- Consider high availability and disaster recovery requirements

## **Custom code strategy**

The consultant shall:

As part of customer code assessment , provide following:

- Overview of the custom code analysis executed by the ABAP test cockpit,  
providing the total number of findings for ATC analysis.
- Change of existing functionality
- Functionality unavailable
- Custom code compatibility with reference to migration readiness separating it  
out in priority one (Error), two (Warning) and three (information)•Database  
simplification impacts
- Custom code incompatibilities

The above scope of work is inclusive and not exhaustive. Any work which are not mentioned above but are associated with or which are essential in accomplishing the task must be undertaken by the selected bidder.

## **3.3 Evaluation and Audit Approach**

The activities covered under the evaluation shall include the controls, utilisation assessments and reviews described in this Scope of Work.

The technical audit shall be completed without disrupting the regular operations of HLL to the extent possible. If, for any reason, regular operations are required to be suspended, the same shall be aligned with the maintenance schedule of the Basis team to keep system downtime to the barest minimum.

Wherever policies are not available or are inadequate, appropriate policies shall be suggested for consideration and implementation. Where standard formats for

documentation, monitoring and review are available or considered necessary, appropriate formats may also be provided as part of the audit report.

### **3.4 Risk Classification and Recommendations**

Audit findings shall include the risk areas identified during the engagement and shall categorise them as High Risk, Medium Risk or Low Risk.

Possible solutions for addressing the identified risk areas shall be clearly indicated in the audit report. Security gaps, vulnerabilities, security flaws, loopholes and shortfalls shall be identified and recommendations shall be provided for addressing them, including prioritisation based on criticality and resource/effort requirements.

### **3.5 Key Deliverables**

#### **Deliverable 1 – Inception Report / Project Plan**

- Understanding of the assignment.
- Audit methodology.
- Detailed work plan.
- Information/data requirements.
- Stakeholder engagement plan.
- Assessment framework.
- Timeline and milestones.

#### **Deliverable 2 – Detailed Audit and Utilisation Assessment**

- Module-wise utilisation.
- Business process utilisation.
- Interfaces with third-party systems and scope for improvement
- IT General Controls and application control observations, as applicable.
- Security gaps, vulnerabilities and related observations.

#### **Deliverable 3 – Gap and Opportunity Register**

Each finding should include:

- Finding.
- Current state.
- Expected/desired state.
- Business impact.
- Risk.
- Recommendation.
- Priority.

#### **Deliverable 4 – SAP Optimisation and Remediation Roadmap**

- The Consultant shall develop a prioritised roadmap and future-state strategy for the ERP and its related expansion, with recommendations based on SAP ECC System & Technical Assessment
- The Consultant shall review the OEM's readiness assessment for future upgrades and provide recommendations on the need, feasibility, timing, and approach for such upgrades, where applicable.
- The Consultant shall assess the organisation's requirements and recommend additional modules, applications, or software solutions, as appropriate.
- The Consultant shall review and provide recommendations for optimising the licensing model and effectively addressing future business and technology requirements.

#### **Deliverable 5 – Draft Audit Report and Presentation**

- Draft audit report adequately covering all aspects of the Scope of Work.
- Presentation of the draft audit report to HLL.
- Incorporation of HLL's suggestions/comments.

#### **Deliverable 6 – Final Audit Report after incorporating suggestions/ comments from client**

- Executive summary.
- Overall SAP utilisation rating.
- Detailed findings.
- Risks and gaps.
- Under-utilised functionality.
- Process improvement opportunities.
- Automation opportunities.
- Technical optimisation opportunities.
- Prioritised implementation roadmap.
- Recommendations for policy improvements and appropriate documentation, monitoring and review formats, wherever required.

### **3.6 Expected Outcome**

At the conclusion of the engagement, HLL should have a clear and evidence-based understanding of:

- What SAP functionality has been implemented?
- What functionality is actually being used?
- What functionality is not being used.

- Why functionality is not being used.
- What processes are being performed outside SAP.
- What should be done to maximise the value of the SAP investment.
- Whether the internal controls available are adequate, highlight gaps if any

The Consultant shall quantify benefits wherever reasonably possible, including potential:

- Cost savings.
- Productivity improvements.
- Reduction in manual effort.
- Reduction in application duplication.
- Automation benefits.

### **3.7 Period of Schedule**

The audit shall be carried out onsite and the project should be completed within 15 weeks from the date of issue of the Work Order.

### **3.8 Locations for Audit**

Audit will be conducted at HLL's head office in Trivandrum. The consultants may visit the departments/factories to assess the usage of ERP, validations and controls etc.

## **Forms & Annexures**

**Annexure-1**

**Declaration of Non-Black-Listing**

(On the letterhead of the bidder)

Date \_\_\_\_\_

Reference : HLL/PSD/2026-27/TENDER/70 dated 16.09.2026,

Subject : Declaration of non-blacklisting –reg

Sir,

In response to tender under reference, I/we hereby declare that presently our firm is having unblemished service record.

I/we further declare that our firm is not blacklisted /debarred and not declared ineligible for any reason (including corrupt & fraudulent practices) by any central /state govt. department, Public Sector Undertakings, Autonomous Bodies, academic institutions and commercial organizations in past five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any action that may be taken, my/our performance security and due, if any may be forfeited in full and the work order of the contract may be cancelled.

Yours faithfully,

(Name & signature with stamp of the bidder)

**Annexure - 2**

**Pre-Bid Questionnaire**

| <b>SI No.</b> | <b>Reference Clause</b> | <b>Page No</b> | <b>Description</b> | <b>Bidder's Query</b> | <b>HLL Reply</b> |
|---------------|-------------------------|----------------|--------------------|-----------------------|------------------|
|               |                         |                |                    |                       |                  |
|               |                         |                |                    |                       |                  |
|               |                         |                |                    |                       |                  |

|                 |                                      |
|-----------------|--------------------------------------|
| Date:           | Authorized Representative Signature: |
| Place:          | Name:                                |
| Designation:    |                                      |
| Company Name:   |                                      |
| Seal of Company |                                      |

### **Annexure - 3**

#### **FINANCIAL BID**

With reference to Tender No. HLL/PSD/2026-27/TENDER/70 dated 16.09.2026, the cost for the Engagement of an Agency for SAP Application Audit at HLL as per scope of work mentioned in the tender are as under.

| <b>Sl No.</b> | <b>Item Description as mentioned in the scope of work</b>                                               | <b>Cost/Rate</b> | <b>GST</b> | <b>Total</b> |
|---------------|---------------------------------------------------------------------------------------------------------|------------------|------------|--------------|
| 1             | Cost for Auditing SAP application implemented at HLL as per scope of work (Part IV) of the bid document |                  |            |              |
|               | Total                                                                                                   |                  |            |              |

Thanking you,

Yours faithfully,

<Seal and Signature of Authorized Signatory>

<Name of Authorized Signatory>

<Title of Authorized Signatory>

**Annexure - 4**

**FORM FOR PRICE BID**

Having examined the Tender Document Number HLL/PSD/2026-27/TENDER/70 dated 16.09.2026, the receipt of which is hereby acknowledged, we, the undersigned, offer to conduct the audit of SAP application implemented at HLL

in HLL under the above named Tender in full conformity with the Bidding Documents for the sum quoted in price schedule. The following is the total bid price for the scope of work described in our response to your Tender Document.

i) In figures \_\_\_\_\_

ii) In words \_\_\_\_\_

(Please quote the price in Indian Rupees only)

The breakup of the above lump sum price is given in the Price Schedule attached herewith and is made part of this bid.

Thanking you,

Yours faithfully,

<Seal and Signature of Authorized Signatory>

<Name of Authorized Signatory>

<Title of Authorized Signatory>