

एचएलएललाइफकेयरलिमिटेड/ HLL LIFECARE LIMITED  
भारतसर्कारकाउद्यम/(A GOVT.OF INDIA ENTERPRISE)  
पूजापूरा .पि.ओ / POOJAPPURA P O  
तिरुवनंतपुरम-695 012 / THIRUVANANTHAPURAM-695 012

Tender No: HLL/AI-PFT//2026-27/LT/56

Dated: 19.08.2026

**DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION,  
TESTING AND COMMISSIONING OF AI BASED CCTV  
SYSTEM FOR SAFETY AND GMP COMPLIANCE IN  
ELECTRONIC TESTING DEPARTMENT OF PEROORKADA  
FACTORY**

**तकनीकी वाणिज्य कबोली  
TECHNO COMMERCIAL BID**

**एचएलएललाइफकेयरलिमिटेड/ HLL LIFECARE LIMITED**  
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**निविदासूचना**  
**TENDER NOTICE**

Sealed and super scribed tenders under limited two bid system (Technical and Price) in the prescribed format are invited for the **DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY**

EMD of Rs 20000. /-shall be paid through RTGS/NEFT transfer in the following HLL A/c details:

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

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

निविदाशुल्क/ईएमडीके भुगतान से छूट प्राप्त करने के लिए इच्छुक एसएसआई/एमएसईयूनिट को अपने उद्यम पंजीकरण प्रमाण पत्र की एक वैध प्रतितकनीकी बोली के साथ प्रस्तुत करनी चाहिए।

SSI/MSE units interested in availing exemption from payment of EMD should submit a valid copy of their udyam registration certificate along with technical bid.

निविदा प्राप्त करने की अंतिम तिथि और समय

Last date and time for receipt of tender : 02.09.2026 at 15.00 hrs

निविदा खोलने की तिथि एवं समय

Date and time of opening tender : 02.09.2026 at 15.30 hrs

**VP (PROCUREMENT SERVICES) & GH (HCS)**

**एचएलएललाइफकेयरलिमिटेड/ HLL LIFECARE LIMITED**  
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**TECHNICAL BID**

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Bidders are requested to submit following filled and signed documents along with the Technical bid:

***EMD, Tender Fee or valid copy of their udyam registration certificate, Schedule-B, Schedule-F, Schedule-G, Schedule H, Questionnaire for minimum eligibility criteria, Bid security declaration and all supporting document mentioned in SCHEDULE – A and Copy of Income Tax Returns for previous two Financial Years.***

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**PRICE BID**

Technical and price bids shall be submitted in sealed covers separately. Tender Number shall be superscribed on the respective covers. The two separately marked covers with Technical Bid & Price bid should be submitted in a single sealed cover superscribing **“TENDER FOR DESIGN, DEVELOPMENT,SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY**

The address to which technical and price bids to be shared is mentioned below;

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](mailto:sdrbdsouth@lifecarehll.com)

Kindly note that, the bids must share through offline mode only at the above mentioned address, any other form of submission stands rejected.

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**SCHEDULE – A**

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

**TENDER FOR DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY**

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 tender are as under:

1. Bidders shall have minimum **1 year** of experience in AI Based CCTV surveillance projects and a completion certificate for the same shall be submitted.
2. Firm should have experience in developing and implementing AI based CCTV surveillance & anomalies detection system and shall have done at least 3 projects in any of the reputed firms during the last 2 years. Relevant certified documents establishing the same must be submitted along with the bid.
3. Tenderer/ Bidder should have satisfactorily completed the below requirement in any of the reputed Industrial Occupancies.
  - Minimum 1 work of value not less than ₹ 10 Lakhs during the last 3 years or
  - Minimum 2 works of value not less than ₹ 15 Lakhs each during the last 3 years or
  - Minimum 3 works of value not less than ₹ 10 Lakhs each during the last 2 years.
4. Bidder must have minimum group turnover of Rs. 20 lakhs (cumulative average) during the last three years. The bidder must submit their balance sheet, profit and loss account for last three years ending 31st March 2025 duly certified by chartered accountant.
5. Tenderer/Bidder shall attend the break down and service call within 24 hours
6. GST/PAN registrations certificates must be submitted along with the bid.
7. Bidders shall have excellent work force and infrastructure so as to execute the committed projects on time irrespective of any adverse situation.

**\*Vendors who do not meet the minimum eligibility criteria will be disqualified.**

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**QUESTIONNAIRE TO BE FILLED FOR MINIMUM ELIGIBILITY CRITERIA**

| SNo. | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 1    | Whether you are a firm providing AI based CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE solutions                                                                                                                                                                                                                                                                                                                                                                                                                         | YES/NO |
| 2    | Do you have minimum 1 year of experience in providing AI based CCTV surveillance solutions                                                                                                                                                                                                                                                                                                                                                                                                                            | YES/NO |
| 3    | Whether your firm has experience in providing minimum 3 numbers AI based CCTV surveillance and anomalies detection solutions in any of the reputed firms during the last 2 years                                                                                                                                                                                                                                                                                                                                      | YES/NO |
| 4    | If the answer for sl.No:3 is YES, Have you submitted the Completion Certificate for AI based CCTV Projects                                                                                                                                                                                                                                                                                                                                                                                                            | YES/NO |
| 5    | Has the bidder satisfactorily completed similar works in reputed industrial occupancies meeting any one of the following eligibility criteria and supporting documents attached? <ul style="list-style-type: none"><li>- One work of value not less than ₹10 Lakhs completed during the last 3 years, OR</li><li>- Two works, each of value not less than ₹15 Lakhs, completed during the last 3 years, OR</li><li>- Three works, each of value not less than ₹10 Lakhs, completed during the last 2 years.</li></ul> | YES/NO |
| 6    | Do you have minimum group turnover of Rs. 20 lakh (cumulative average) during the last two years. The bidder must submit their balance sheet, profit and loss account for last three years ending 31st March 2025 duly certified by chartered accountant.                                                                                                                                                                                                                                                             | YES/NO |
| 7    | Whether you can provide the AI based CCTV solution as per the technical specification and scope of work as per Schedule- B                                                                                                                                                                                                                                                                                                                                                                                            | YES/NO |
| 9    | Have you enclosed GST registrations certificates and PAN card copy along with the technical bid?                                                                                                                                                                                                                                                                                                                                                                                                                      | YES/NO |
| 10   | Whether bidders or their authorized service representative have trained AI engineers and service facilities so as to attend service requests immediately on request                                                                                                                                                                                                                                                                                                                                                   | YES/NO |
| 11   | Have you submitted EMD?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | YES/NO |
| 12   | If the answer for sl.No:9 is NO, Have you uploaded valid Udyam registration certificate or DIPP Registration Certificate                                                                                                                                                                                                                                                                                                                                                                                              | YES/NO |

All the information provided herein is true & correct

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NOTE: Forms must be completed in all respect and supported by relevant documents.

**PLACE**

**NAME & SIGNATURE OF THE BIDDER**

**DATE:**

**(WITH OFFICE SEAL)**

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**SCHEDULE-B**  
**TECHNICAL SPECIFICATIONS & SCOPE**

## **1. Functional Scope & Objectives**

The primary objective of this project is to design, development, supply installation testing and commissioning of AI based CCTV system for safety and GMP compliance in Electronic Testing Department of Peroorkada Factory. To ensure structured deployment and operational stability, **the system will be implemented on a single machine during the initial phase**, before scaling across the remaining facility infrastructure. The system transforms passive surveillance into a proactive surveillance, safety, and operational excellence.

### **1.1 Objectives**

- Implement a three-layer AI surveillance platform featuring a centralized plant intelligence dashboard
- Automate SOP compliance monitoring for Shawl detection, Overcoat detection, No uniform / Apron detection, No face mask detection, No hair net / head mask detection, No gloves / finger coats detection, Use of mobile phones at units, Detection of jewellery (bangles), hairnets, masks, and gloves
- Detect operational hazards immediately, including loose clothing near high-risk plant machinery
- Deploy edge computing servers providing 40 TOPS minimum AI processing performance capacity
- Optimize network bandwidth by routing compressed video sub-streams for localized data analytics
- Establish central VMS workstations to view, classify, and escalate automated platform alerts
- Ensure modular system scalability allowing seamless integration of additional network camera nodes
- Provide comprehensive operator training, documentation manuals, and formal technical support framework matrices
- Secure high platform uptime through a mandatory 5-year maintenance lock-in contract

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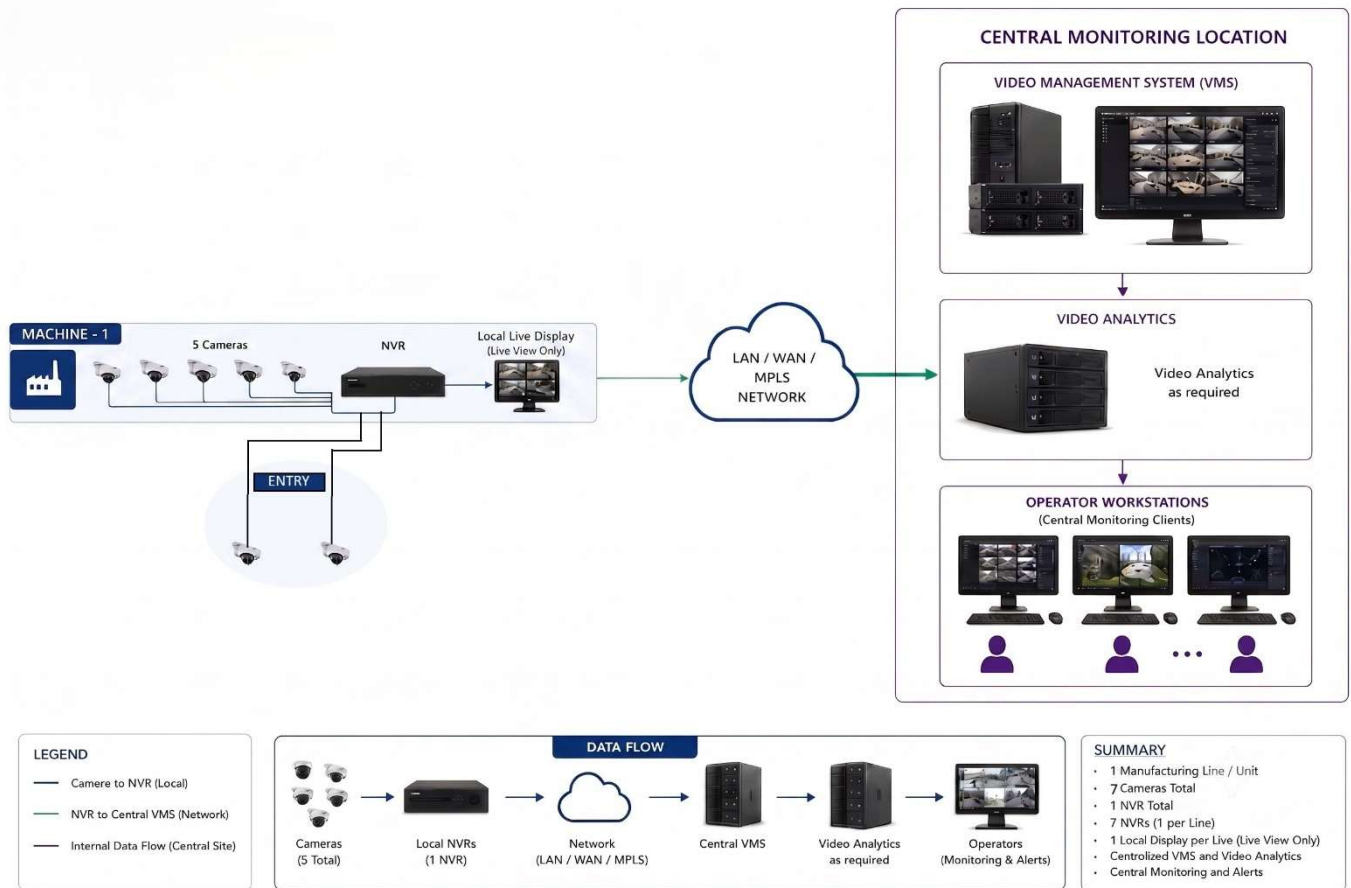
Dated: 19.08.2026

**1.2. The platform is designed around three core operational pillars:**

- **Plant Intelligence Layer (Data Collector):** Uses IP cameras to watch factory operations in real time checking safety gear, confirming staff presence, and ensuring standard working procedures are followed
- **Unified Dashboard (Control Center):** Brings all camera data into one central screen to highlight alerts by urgency, track performance times, and flag system problems
- **Integration & Decision Layer (Action Engine):** Automatically responds to video alerts and links up with your existing communication systems and smart devices

**2. Comprehensive System Architecture & Data Flow**

The system is built on a high-performance, three-layer centralized architecture engineered to balance localized uptime with centralized intelligence. **During the first phase, the AI platform will process feeds exclusively from the 7 cameras mapped to the initial implementation machine:**



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**Detailed Data Flow Steps:**

1. **Local Capture & Storage:** The 5 IP cameras on the target machine and 2 IP cameras at the entry point continuously record high-definition video directly to the dedicated 8-channel NVR.
2. **Sub-stream Routing:** The NVR extracts lower-bandwidth video sub-streams and transmits them over the secure factory LAN/WAN/MPLS network to the central site to optimize network load.
3. **Real-Time Processing:** The centralized, on-premise AI compute device processes the incoming sub-streams from the active machine using deep learning models tuned for localized compliance use cases.
4. **Alerting & Logging:** When a violation occurs, the system logs the event with a snapshot, alerts the central VMS and operator workstations, and triggers a local audio-visual alarm on the affected unit.

**3. Bidder Installation & Wiring Scope of Work**

The bidder shall be entirely responsible for the physical deployment and electrical/data connectivity of the infrastructure, adhering to standard industrial engineering practices:

- **Field Engineering & Rigid Mounting:** The bidder shall provide, install, and securely fasten all structural brackets, camera mounts, poles, and housing units required to position the edge cameras around the target machine for optimal visual clearance
- **Cabling & Conduit Routing:** Provision and layout of all data and power cables (including heavy-duty Cat6 networking cables, patch cords, and power cords) enclosed inside protective, industrial-grade PVC/GI conduits or casing capped across the plant floor/ceilings
- **Termination & Patching:** Punch-down, crimping, and connection of all network endpoints into PoE switches, NVRs, and local displays. The bidder must perform continuity and data transmission validation tests on all newly laid lines
- **Control Room Integration:** Routing and integrating the network link from the machine station NVR to the centralized on-premise AI compute device and VMS workspace located in the central monitoring area
- **Electrical Grounding & Safety Compliance:** Ensuring all newly installed local display panels, compute racks, and field enclosures are correctly integrated with the plant's grounding system to insulate the infrastructure against power surges or electrical faults
- **The complete design, development, supply, installation, physical mounting, field wiring, end-to-end cabling, termination, and commissioning of all components shall be strictly under the scope of the bidder.**

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**4. Bill of Quantities (BOQ)**

The following table details the baseline Bill of Quantities required to execute the project, implementation on the single target machine, alongside the complete plant scale framework:

| Item No. | Item Description                        | Qty | UOM  | Installation & Wiring Requirements (Bidder Scope)                                                                                    |
|----------|-----------------------------------------|-----|------|--------------------------------------------------------------------------------------------------------------------------------------|
| 1        | 4MP IP Camera                           | 7   | Nos. | Rigid structural mounting, field angle calibration, and Cat6 termination.                                                            |
| 2        | 8-Channel NVR                           | 1   | Nos. | Server rack positioning, local configuration, network integration, and storage provisioning.                                         |
| 3        | 8-Port PoE Switch                       | 1   | Nos. | DIN-rail/rack integration, patch panel termination, and port balancing for camera data feeds.                                        |
| 4        | 32-Inch Display (Industrial Grade IP65) | 1   | Nos. | On-wall or machine-frame structural brackets, power provisioning, and HDMI/VGA video connection.                                     |
| 5        | 55-Inch Display (Industrial Grade IP65) | 1   | Nos. | Central monitoring room array mounting, calibration, and main dashboard link setup.                                                  |
| 6        | On-Premise Compute Device               | 1   | Nos. | Core server configuration, software runtime stack installation, and interface mapping for 40 TOPS AI compute hardware.               |
| 7        | AI VMS Software License                 | 1   | Set  | System software platform configuration, parameter mapping, use-case model loading, and license activation.                           |
| 8        | Installation & Wiring Materials Bundle  | 1   | Lot  | Includes all required Cat6 cables(200 meter), conduits, power lines, connectors, screws, anchors, and brackets for a turnkey system. |
| 9        | Local Audio – Visual Alarm              | 5   | No.s | Tower light with buzzer installation.                                                                                                |
| 10       | 1 Kva UPS                               | 1   | No   | Back up power supply                                                                                                                 |

**5. Detailed Specifications**

**a. 4MP IP Camera**

- **Sensor Size:**1/2.7" or 1/1.8" Progressive Scan CMOS

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- **Max Resolution:**2560 × 1440 pixels
- **Lens Mount / Focal Length:**1.68mm
- **IR Range:**30m to 50m (Ensure IR LEDs cover the wider angle so night vision corners aren't dark)
- **Dynamic Range:**120 dB True WDR (Critical for wide angle views facing bright outdoor light and indoor shadows simultaneously)
- **Video Compression:**H.265 / H.265+ (Saves storage space for high-resolution wide-angle feeds)
- **For use in dusty condition**
- **Make:** Reputed

**b. 8-Channel NVR**

- **PoE Built-in:**8 PoE ports on the back for plug-and-play setup (power and video over one Cat6 cable).
- **Bandwidth:** Aim for **80 Mbps+** incoming bandwidth to handle 4MP or 4K streams smoothly.
- **Storage:**2TB HDD
- **Codec:** Uses **H.265+** to save up to 70% storage space.
- **Recording Time:**Two weeks
- **Make:** Reputed

**c. 8-Port Gigabit PoE Switch**

- **Ports:** 8 × 10 1000 Mbps RJ45 PoE Ports + 2 × Gigabit Uplink Ports
- **PoE Standards:** IEEE 802.3af / IEEE 802.3at (PoE+) compliant
- **Power Budget:** Total PoE budget ≥ 96W; Max 30W per individual port
- **Transmission Distance:** Standard 100m; Supports "Extend Mode" up to 250m @ 10 Mbps
- **Switching Capacity:** ≥ 20 Gbps non-blocking forwarding bandwidth
- **Enclosure & Protection:** Heavy-duty metal chassis with fanless design; Built-in 4kV surge/lightning protection
- **Certifications:** CE, FCC, RoHS compliant
- **Make:** Reputed

**d. 32-Inch Display (Industrial Grade)**

- **Display & Touch Specs**
  - **Panel:** 31.5 FHD - TFT LCD with LED backlighting
  - **Resolution:**(1920i × 1080)
  - **Aspect Ratio:** 16:9, Anti-Glare
  - **Brightness / Contrast:** 450–500 nits | 3000:1 | 178°/178° viewing angle
  - **Backlight Life:** 50,000 Hours
  - **Touch Technology:** Projected Capacitive (PCAP), 10-Point Multi-Touch
  - **Cover Glass:** 7H Hardness | ≥ 85% Light Transmission | USB Interface

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- **Connectivity & Power**

- **Inputs:**1 × HDMI, 1 × DisplayPort, 1 × VGA
- **Touch / OSD Port:**1 × USB Type-B
- **Power:**100–240 VAC, 50/60 Hz, 60W Max

- **Mechanical & Environmental**

- **Protection:** IP65 Front Faceplate | IPX1 Rear | IK07 Impact Rating
- **Chassis:** SECC Metal + Tempered Glass
- **Dimension:**739.4 × 433.85 × 61.0 mm
- **Mounting:** Panel Mount / VESA (200 × 200 mm)
- **Operating Temp:**0°C to 40°C (20%–85% RH)

- **Make:**Advantech, Winmate, Axiomtek, GreenTouch

**e. 55-Inch Display (Industrial Grade)**

- **Display & Touch Specs**

- **Panel:** 55" LED 4K UHD (3840 × 2160)
- **Aspect Ratio:**16:9, Anti-Glare
- **Brightness / Contrast:** 400–500 nits (Indoor) |178°/178° viewing angle
- **Backlight Lifetime:** 50,000 to 100,000 Hours (24/7 Continuous Operation)
- **Touch Technology:** Projected Capacitive (PCAP), 10-Point Multi-Touch (Glove-compatible)
- **Cover Glass:**≥ 4mm Tempered Glass | 7H Surface Hardness | ≥ 85% Light Transparency

- **Connectivity & Control**

- **Video Inputs:**2 × HDMI (1.4/2.0), 1 × DisplayPort, 1 × VGA (or DVI-D)
- **Touch / Control Interface:**1 × USB Type-B (dedicated touch response) | 1 × RS232 (remote OSD control)
- **Power Requirements:**100–240 VAC, 50/60 Hz, Built-in Power Supply (≤ 120W max consumption)

- **Mechanical & Environmental**

- **Protection Rating:** IP65 Dust/Water resistant (Front Bezel / Panel Faceplate) | IP20/IPX1 Rear Chassis
- **Impact Protection:** IK08 / IK10 Vandal-Resistant Rating
- **Housing Material:** Heavy-Duty SECC Metal / Aluminum Alloy Powder-Coated Enclosure

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- **Mounting Standards:** Panel Mount (with mounting clips) / VESA Mount (400 × 400 mm or 600 × 400 mm)
- **Dimension (mm):** 1315.42 x 798.21 x 82.7 mm
- **Operating Environment:** 0°C to 50°C | 10%–90% RH (non-condensing)
  
- **Make:** Advantech, Winmate, Axiomtek, GreenTouch

**f. Server**

- **CPU:** 1-core Arm® Cortex®-A78AE v8.2 64-bit CPU, 1.5MB L2 +4MB L3
- **AI Performance:** 40 TOPS
- **RAM:** 8GB 128-bit LPDDR5, 68GB/s
- **Storage:** 1TB NVMe Solid State Drive and provision for further expandable storage upto 4 TB
- **GPU:** 1024-core N-Vidia Ampere architecture GPU with 32 Tensor Cores
- **OS:** LINUX

**g. Industrial cat 6 cable**

- **Cable Type:** Industrial Cat 6 (4-Pair, 23 AWG Solid Bare Copper Conductors)
- **Shielding Type:** **SF/UTP** (Overall Braid + Foil Shield) or **F/UTP** (Overall Foil Shield + Tinned Copper Drain Wire) for high EMI/RFI noise immunity
- **Bandwidth & Speed:** Tested up to 250 MHz / 350 MHz; supports 1000BASE-T Gigabit Ethernet
- **Jacket Material:** PUR (Polyurethane) or Heavy-Duty Industrial FR-PVC / LSZH (Low Smoke Zero Halogen)
- **Environmental Ratings:** UV / Sunlight Resistant (UL 1581 / ISO 4892) & Oil Resistant (UL 1277 / EN 50363-4-1)
- **Mechanical Durability:** Abrasion-resistant, flame-retardant (IEC 60332-1 / IEC 60332-3-25), chemical and mud-resistant
- **Operating Temperature:** -40°C to +85°C
- **Impedance:** 100 Ω ± 15 Ω @ 1–250 MHz
- **Voltage Rating:** 300V / 600V AWM rating (safe for installation alongside power cabling in trays)
- **Standards Compliance:** TIA/EIA 568-C.2 Cat 6, ISO/IEC 11801 Class E, EtherNet/IP & PROFINET compliant
- **Make:** Polycab India, Finolex Cables, Havells India, Delton Cables, LAPP

**h. Tower light with buzzer**

- **Voltage:** 24 V DC (±10%)
- **Power:** ≤ 3.5 W
- **Visual:** Ø50--60 mm SMT LED | 360° visibility | Steady or Flashing (1--2 Hz)
- **Colour:** Red

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**Audible: Built-in Piezo Buzzer | 85--90 dB at 1 m | Continuous/Pulsed**

- **Enclosure Rating: IP65 (Dust-tight and waterjet protected)**
- **Mounting: Pole with L-bracket**
- **Compliance: CE, UL listed, RoHS**
- **Make: Reputed**

**i. 1 Kva UPS**

- **Supply & installation of 1 Kva UPS including wiring, cabling and other support works.**
- **Make: Numeric, V Guard, Microtek or equivalent with 02 years warranty**

**Wiring, Cabling, and Network Infrastructure Scope & Technical Specifications**

**a. Scope of Wiring & Field Execution**

The Bidder shall be entirely responsible for the complete supply, laying, containment, structural support, termination, labelling, and testing of all power, network, and signalling cables required for the end-to-end operation of the AI CCTV System. All field wiring shall be executed strictly in accordance with industrial standards (TIA/EIA-568-C.2, ISO/IEC 11801) and HLL safety/GMP directives:

- **Data Network:**
  - High-performance, shielded Industrial Cat6 SF/UTP cable shall be laid from each 4MP IP camera to the local 8-Port PoE Switch / NVR stationed near the respective machine line. Uplink connections from machine NVRs to the Central AI Compute Rack/VMS shall be routed through secure network paths
- **Cable Containment & Protection:**
  - Cables shall not be exposed openly anywhere on the factory floor or structural frames. All cabling shall be housed inside heavy-duty, flame-retardant (FR-PVC) or Galvanized Iron (GI) rigid conduits, flexible conduits (for moving machine parts), or overhead perforated cable trays.
- **Power & Signal Separation:**
  - To prevent Electromagnetic Interference (EMI) and Radio Frequency Interference (RFI) from industrial testing machinery and power lines, signal/data Cat6 cables shall maintain a minimum physical separation distance of 300 mm from 415V/230V AC power lines, unless separated by a grounded metallic barrier.

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- Termination & Endpoint Connections:

- All network endpoints shall be terminated using high-grade, shielded RJ45 connectors with strain-relief boots and connected via factory-tested patch panels and industrial patch cords.

- Audio-Visual Alarm & Auxiliary Wiring:

- Multi-core industrial power cables shall be laid to connect the local Audio-Visual Alarm units (tower light with piezo buzzer) from the control outputs to the respective machine units.

**b. Cable Routing, Safety, and Structural Standards**

- Aesthetics & GMP Compliance:

- Conduit routes shall run parallel or perpendicular to building walls and ceiling structures, maintaining clean industrial aesthetics that conform to ETD - GMP standards. Waterproof IP65 junction boxes must be installed at all bends, tees, and camera drop-down points.

- Electrical Grounding & Surge Protection:

- All metallic conduits, cable trays, camera housing brackets, server racks, and network switches must be securely connected to the plant's master equipment grounding (earthing) grid. Built-in 4kV surge/lightning protection must be implemented at all PoE switch ports and camera drops to prevent damage from transient voltage spikes.

- Labeling & Ferrule Identification:

- Both ends of every network cable, patch cord, power feed, and terminal junction must be permanently identified using machine-printed, heat-shrinkable ferrule sleeves or self-laminating vinyl wire markers indicating Camera ID, NVR Port, and Switch Port

- Waste shall be segregated at source and disposed in earmarked location inside the factory is under bidders scope

**c. Complete field wiring and integration will be under the scope of bidder. quantities are indicative**

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## **6. Detailed AI Video Analytics Use Cases (Target Machine Scope)**

The video analytics suite utilizes deep learning models optimized for high-accuracy processing under variable factory lighting environments. **For the initial machine rollout**, the pipeline executes three specific surveillance tasks:

### **Use Case 6.1: Personal Protective Equipment (PPE) Compliance Monitoring**

- **Scope:** Active across the target machine station within the Electronic Testing Department.
- **Target Parameters:** Simultaneous real-time detection of three critical PPE components: **Hairnets, Masks, and Gloves / finger conduits** on personnel operating the machine.
- **System Action:** The system issues a real-time high-priority GMP alert to machine operators, logs the violation with a timestamped image snapshot, and notifies area supervisors.

### **Use Case 6.2: Entry Verification**

- **Scope:** Entry thresholds and access routes feeding into the target machine zone.
- **Target Parameters:** Validation of gender-specific uniforms.
- **System Action:** The system issues a real-time high-priority GMP alert to area supervisors, logs the violation with a timestamped image snapshot, and notifies area supervisors.

### **Use Case 6.3: Hazardous Loose Clothing Detection**

- **Scope:** Active near the target machine's active mechanical elements, drives, and components.
- **Target Parameters:** Real-time visual identification of unsafe, loose garments such as **shawls, stoles, jewelry or loose dupattas**.
- **System Action:** The system issues a real-time high-priority safety alert to machine operators, logs the violation with a timestamped image snapshot, and notifies safety supervisors / area supervisors.

### **Use Case 6.4: Detection of mobile usage inside ETD**

- **Scope:** Active within designated operational boundaries and testing areas of the ETD facility.
- **Target Parameters:** Real-time visual identification of unauthorized mobile phones within the monitored ETD zone.
- **System Action:** The system issues a real-time high-priority security alert to room operators, logs the violation with a timestamped image snapshot, and notifies safety supervisors.

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## **7. Centralized VMS Dashboard & Reporting Engine**

The platform includes an enterprise-grade Video Management System (VMS) dashboard that serves as a single source of truth for plant management:

- **Role-Based Alert/ Real time Queues:** Custom dashboards and mobile applications with multi users (minimum 5 users) that show operators, line leads, and safety managers only the alerts relevant to their job and security access.
- **Audit Logging:** A secure, unchangeable record of every alert, response, comment, and system change—complete with user IDs and timestamps.

## **8. Deliverables & Technical Documentation**

The successful bidder is required to deliver a complete engineering and operational package at commissioning, including:

- **As-Built Drawings** detailing exact cable routing maps, terminal layouts, conduit pathways, and structural mounting coordinates for all installed field items.
- **Training**
  - The vendor shall provide structured training tailored to three distinct target groups:
    - ❖ **Group A: Machine Operators, ETD Supervisors and Executives**
      - **CCTV Analytics Dashboard:** Navigation, live monitoring, video playback, and alert handling.
      - **Event Management:** Responding to real-time Video Content Analytics (VCA) alerts (e.g., motion, intrusion, perimeter breach).
      - **Reporting:** Generating, exporting, and archiving incident logs and analytic summary reports.
    - ❖ **Group B: IT & Network Team**
      - **Server & VMS Administration:** Video Management Software (VMS) setup, server configuration, and system architecture walkthrough.
      - **System Health & Maintenance:** Server health monitoring, database management, user access control, and cybersecurity policy enforcement.
      - **Backup & Recovery:** Executing database backups, system restoration, patch updates, and failover procedures.

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**❖ Group C: Field Maintenance Technicians & Engineering Team**

- **Pre-Functional Testing (PFT) Procedures:** Understanding PFT checklists, verifying loop integrity, and performing signal/voltage checks on field devices.
- **Hardware & Field Equipment:** Maintenance, alignment, cleaning, and replacement procedures for cameras, NVRs, edge devices, and local junction boxes.
- **Troubleshooting:** Diagnosing and resolving cable faults, power issues, network dropouts, and hardware failures.
- **Training Deliverables to be Provided by Vendor**
  - ❖ **Role-Specific Standard Operating Procedures (SOPs):** User manuals tailored separately for operators, IT administrators, and field technicians.
  - ❖ **Custom Training Slides & Course Material:** Soft and hard copies of all presentations, reference guides, and quick-start cheat sheets.
  - ❖ **Troubleshooting & Maintenance Manuals:** Detailed flowcharts and diagnostic guides covering PFT verification, server failures, and camera offline events.
  - ❖ **Session Recording:** Video recordings of all classroom/virtual training sessions submitted for HLL's internal archive.
- **Comprehensive User Manuals** and standard operating procedures (SOPs) tailored for field technicians and target machine operators.
- All passwords, encryption keys, administrator/super-user credentials, service accounts, API keys, tokens, certificates, license keys and other information required for independent operation shall be handed over in an encrypted soft copy at Go-Live and updated within seven (7) working days of any change.
- All source code, build/configuration files and documentation for components custom-developed exclusively for the User under the contract, including models, schemas, ETL/integration scripts, dashboards, workflows, business rules, prompts and UI customizations, shall be delivered at Final Acceptance and vest in the User. Bidder's pre-existing IP shall remain with the bidder, with the User receiving a perpetual, irrevocable, worldwide, royalty-free license to use, copy, configure, maintain and operate it across its units and divisions, including after contract expiry/termination.
- On expiry or termination for any reason, the bidder shall provide reverse-transition support for ninety (90) days, extendable by the User by another ninety (90) days. This shall include transfer of code, configurations, licenses, credentials, data and documentation; knowledge transfer; migration/re-hosting and integration support; and transfer/novation of relevant licenses, certificates, domains and cloud tenancies. An Exit Management Plan shall be submitted within

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sixty (60) days of Go-Live, reviewed annually and updated upon termination notice or six months before expiry. Transition support shall be free for normal expiry or bidder default and chargeable at agreed rates for User convenience termination. The bidder shall not withhold, restrict, delete, encrypt or claim lien over User assets or data.

- Final acceptance and release of the final payment shall be subject to successful handover and verification of all the above documents, software, credentials, backups, and deliverables.
- **Data Protection & Security Requirements**
  - ❖ The bidder shall ensure complete confidentiality, integrity, and security of all project-related data.
  - ❖ A Non-Disclosure Agreement (NDA) should be executed.
  - ❖ All data generated under the project shall remain the property of the User
  - ❖ Data shall not be used for secondary purposes without written approval
  - ❖ In case of cloud hosting (if any):
    - Hosting location shall be specified.
    - Compliance with Indian data protection regulations shall be confirmed.
  - ❖ The bidder scope also include (free of cost):
    - Timely security patches
    - Firmware updates
    - Software upgrades during contract period
  - ❖ The system shall comply with Government of India cybersecurity advisories, including guidelines issued by CERT-In and other statutory authorities
- A formal **Final Commissioning & Handover Report** certifying system readiness, network load stress tests, wire loop certification metrics, and verified use-case accuracy metrics for project.

## **9. Performance Benchmarks & Accuracy Thresholds**

- **System Uptime:** The vendor must guarantee a minimum system uptime of **99.5%** measured on a calendar month basis, excluding pre-notified maintenance windows.
- **Environmental Dependencies:** System accuracy is subject to proper lighting distribution and strategic camera placement around the machine. The bidder must identify any lighting adjustments needed during the initial site survey to ensure the models hit target execution metrics.

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## **10. Project Acceptance & Stabilization Criteria**

Prior to expanding the architecture to remaining manufacturing lines, the Project implementation must satisfy the following validation checks:

- **Physical Setup Check:** All cables, boxes, mounts, and wiring must be securely installed and follow factory safety rules.
- **Smooth Performance:** The main computer must process all 5 camera streams at the same time without freezing, slowing down, or dropping frames.
- **Detection Accuracy:** The system must accurately spot safety gear (PPE), clothing, and gate entries right at the camera edge, meeting required precision levels.
- **Fast Alert Timing:** Alerts must travel from the camera to the central monitoring station fast enough to meet agreed-upon speed standards.

## **11. DATA ANALYTICSDASHBOARD**

### **A. Core Module Functionalities**

#### **1. Real-Time Violation Alerts & Anomaly Flagging:**

- **Live Alert Feed:** Immediate visual and acoustic flagging upon detection of safety/GMP non-conformances (Missing Hairnets, Masks, Gloves; Loose Clothing/Stoles near machinery; Mobile Phone usage).
- **Instant Event Popup:** Displays a high-resolution snapshot, short 5-second video clip pre/post-event, camera name, location/machine ID, violation category, and exact timestamp.
- **Severity Categorization:** Color-coded threat levels (Red = High Risk / Entanglement Hazard / Mobile Usage; Yellow = SOP/GMP PPE Breach).

#### **2. Interactive Filtering & Operational Heatmaps:**

- **Multi-Dimensional Filters:** Filter incidents by Shift, Date/Time Range, Machine Line (Machine 1 through 7), Violation Type, and Specific Camera.
- **Risk Heatmaps:** Visual representation of machine stations showing high-density violation zones to identify repeating operational risks.

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**3. GMP & Safety Compliance Indexing (KPI Metrics):**

- Plant Compliance Scorecard: Automated calculation of daily, weekly, and monthly GMP Safety Compliance Percentages
- Mean Time to Resolution (MTTR): Tracking time taken by supervisors to acknowledge, action, and close flagged violation alerts.

**4. Reporting & Logging:**

- Automated Audit Reports: Exportable reports in PDF, CSV, and Excel formats

**12. Warranty Term:**

The Bidder shall provide a comprehensive including spares, on-site warranty for a period of **one (1) year** starting from the date of official Go-Live and final acceptance by HLL Lifecare Limited.

- **Coverage:** The warranty shall cover all hardware components (Cameras, NVRs, Switches, AI Compute Servers, Displays, Audio-Visual Alarms), power adapters, cables, mounting structures, and software updates/bug fixes, Hardware components (workstation, cameras, networking accessories, etc.)
- AI software, application modules, and licenses
- Preventive maintenance services
- Breakdown support and replacement of defective parts
- Firmware updates, software upgrades, and security patches
- Performance optimization and calibration support
- **Zero Cost:** Replacement of defective hardware, repair, labor, travel, and re-commissioning during the 1-year warranty period shall be provided at no extra cost to HLL
- The bidder shall submit the item-wise price list for all recommended spare parts to HLL at the time of submission of the Completion Certificate

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**SCHEDULE – C**  
**TERMS AND CONDITIONS**

- 1) This is a TWO BID system comprising of:
  - (a) Technical Bid
  - (b) Price Bid
- 2) The Bidder is expected to examine all instructions, forms, terms and conditions given in the Bidding documents. Failure to furnish all information required in the Bidding documents or submission of a Bid not substantially responsive to the bidding documents in every respect will be at the bidders risk and may result in rejection of the bid.
- 3) The validity of both Technical Bid and Price bid shall be valid for **one year**. However, HLL reserves the right to limit/extend the validity period without assigning any reason.
- 4) The date and time of opening of Price Bid will be intimated separately. The Price Bids of Tenderers who do not qualify in the technical bid will not be opened.
- 5) The tenders should be complete in all respects. Incomplete tenders are liable to be rejected.
- 6) The Tenderer who does not meet the Minimum Eligibility Criteria shall be considered as DISQUALIFIED in the tender.
- 7) Technical and price bids shall be submitted in sealed covers separately. Tender No shall be superscribed on the respective covers. The two separately marked covers with Technical Bid & Price bid should be submitted in a single sealed cover superscribing **“IFB FOR DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY”**
- 8) The Tenderer who does not meet the Minimum Eligibility Criteria in Technical bid shall be considered as DISQUALIFIED in the tender. Their Price Bid shall be returned unopened.

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**9) Payment terms**

1. 70% of the One-Time Implementation Cost shall be released within 30 days from the date of successful Go-Live of the solution, subject to submission of the relevant invoice and acceptance by HLL as mentioned in Schedule B.
2. 20% of the One-Time Implementation Cost shall be released upon successful operation, stabilization, and validation of the system for a continuous period of 14 (fourteen) days from the date of Go-Live, and upon certification by HLL that the system is functioning as per the agreed requirements mentioned in Schedule B. This payment will be released within 30 days from the date of certification of HLL engineer on subject to successful continuous performance of 14 days
3. Remaining 10% of the One-Time Implementation Cost shall be released upon submission of a valid Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value, with a validity period of one (1) year from the date of Go-Live or final acceptance, whichever is applicable.

**10) Delivery schedule:**

The entire project is to be completed as per the mutually finalized project plan from the date not more than 70 days from the release of PO.

11) All disputes, suites and proceedings in case shall be only in the courts of competent jurisdiction in Trivandrum.

12) Tender Document Fees and Bid Security (EMD):

Tender fee (Non-refundable) and EMD as per the tender conditions shall be paid separately, 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**

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

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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.

- Bidders are required to submit an EMD of Rs. 20,000/- (Rupees Twenty Thousand Only) through RTGS/NEFT transfer. The payment must be remitted to the State Bank of India, Commercial Branch, Thycaud, Thiruvananthapuram (A/c number: 0030307535628, IFSC: SBIN0004350). Proof of successful transactions must be enclosed strictly within the Technical Bid.
  - SSI/MSE units and recognized Start-up units are exempted from EMD payment, provided they submit a valid Udyam Registration Certificate or DIPP Registration Certificate along with their technical bid.
  - All bidders must submit a "Bid Security Declaration". If a bidder withdraws or modifies their bid during the validity period, they shall be suspended from participating in HLL tenders for a period of 2 (two) years.
  - For the successful bidder, the EMD (equivalent to 2% of the order value) will be converted into a Security Deposit. To meet the total required Security Deposit of 2% of the order value, the balance 1% will be deducted from the vendor's bills and refunded at the end of the contract period.
- 13) The EMD submitted will be converted to security Deposit and will be released at the end of contract period.
- 14) The bidder has to provide "Bid Security Declaration" and in case if the bidder withdraws or modify the bids during the bid validity period, the bidder will not be allowed to participate in HLL Tenders for a period of 2 Years from the date of this tender.
- 15) .The EMD (2% of the order value) of successful bidders will be converted into a security deposit. The security deposit for this tender will be 2% of the order value. Balance 1% for the security deposit will be deducted from their bill and will be refunded at the end of the contract period. MSE

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units interested in availing exemption from payment of EMD should submit a valid copy of their Udyam registration certificate. But the Party has to provide Security deposit if Tender is awarded to them.

- 16) The tender is liable to be suspended or cancelled at any time at the discretion of the company without assigning any reason.
- 17) SSI/MSE units interested in availing exemption from payment of EMD should submit a valid copy of their Udyam certificate. But the Party has to provide Security deposit if Tender is awarded to them. 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. 25% of annual procurement value will be sourced from Micro and Small Enterprises (MSE), out of which 4% is earmarked for procurement from MSE's owned by SC or ST entrepreneurs and 3% is earmarked for procurement from MSE's owned by Women entrepreneurs. In the event of failure of SC or ST or Women entrepreneurs to participate in tender or meet tender requirements/conditions regarding price the same will be sourced from other MSE enterprises.
- 18) The Bidder must strictly abide by the delivery and implementation schedule stipulated in the supply order. The entire project implementation, up to Go-Live, shall be completed within 70 days from the date of receipt of the Purchase Order (PO) / Letter of Intent (LOI).
- 19) The bidder should have submitted a copy of the income tax returns for the previous two financial years.

**20) System Availability, Downtime & Penalty Matrix**

The vendor must maintain a minimum overall system availability (uptime) of 99.5% on a calendar month basis. Downtime shall be calculated from the moment a fault ticket is logged by HLL until the system or node is fully restored to operational performance.

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**भारतसर्कारिकाउद्यम/(A GOVT.OF INDIA ENTERPRISE)**  
**पूजापूरा .पि.ओ / POOJAPPURA P O**  
**तिरुवनंतपुरम-695 012 / THIRUVANANTHAPURAM-695 012**

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**Service Level Agreement (SLA) & Downtime Penalty Slabs**

| <b>Severity Level</b> | <b>Definition / Scope</b>                                                                                                                                                                                                                                                                                                                  | <b>Maximum Response Time</b> | <b>Target MTTR (Resolution)</b> | <b>Impact Classification</b>        |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------|-------------------------------------|
| P1 – Critical Failure | <ul style="list-style-type: none"><li>• Total system crash or central VMS software failure.</li><li>• On-Premises AI Compute Device failure (stops AI processing entirely).</li><li>• DPDP data breach, security leak, or unauthorized data exposure.</li><li>• Critical camera or NVR failure covering high-risk machine zones.</li></ul> | <b>15 Minutes</b>            | <b>1 Hours</b>                  | GMP / Safety Non-Conformance Risk   |
| P2 – Major Defect     | <ul style="list-style-type: none"><li>• Failure of a single NVR or PoE switch affecting non-critical areas.</li><li>• Local 32" or central 55" display unit outage.</li><li>• False positive rate exceeding 10% on AI analytics (PPE, Loose Clothing, Mobile usage).</li></ul>                                                             | <b>1 Hour</b>                | <b>4 Hours</b>                  | Operational Efficiency Degradation  |
| P3 – Minor Defect     | <ul style="list-style-type: none"><li>• Failure of a single camera node in low-priority zones.</li><li>• Local Audio-Visual Alarm (Tower light/buzzer) hardware fault.</li><li>• Non-critical dashboard cosmetic glitch or routine log export delay.</li></ul>                                                                             | <b>4 Hours</b>               | <b>24 Hours</b>                 | Low Business / Minor Quality Impact |

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The vendor must maintain a minimum overall availability of 99.5% per month. Penalties apply when resolution exceeds the agreed Mean Time to Resolve (MTTR):

- **P1 Penalty Rate: 7.5% of implementation cost per hour beyond the 1-hour MTTR limit.**
- **P2 Penalty Rate: 4% of implementation cost per hour beyond the 4-hour MTTR limit.**
- **P3 Penalty Rate: 0.5% of implementation cost per hour beyond the 24-hour MTTR limit.**

Financial Cap on Penalties: Total monthly downtime penalties shall be capped at 10% of the quarterly payment value (or 10% of the PBG amount during the warranty period) to remain legally enforceable under the Indian Contract Act.

- **Deduction:** Penalties will be recovered directly from pending invoices, Security Deposits, or the PBG.

**21) LIQUIDATED DAMAGES FOR DELAY IN IMPLEMENTATION**

The Bidder shall strictly adhere to the implementation schedule. The entire project implementation, shall be completed within 70) days from the date of receipt of the Purchase Order (PO) / Letter of Intent (LOI).

In the event of delay in achieving beyond the scheduled date, Liquidated Damages (LD) shall be levied on the **One-Time Implementation Cost** as per the following slabs:

| SNo. | Period of delay beyond the scheduled Go-Live date | Liquidated Damages (% of One-Time Implementation Cost) |
|------|---------------------------------------------------|--------------------------------------------------------|
| 1    | Delay up to 1 week (1–7 days)                     | 1.0%                                                   |
| 2    | Above 1 week and up to 2 weeks (8–14 days)        | 2.5%                                                   |
| 3    | Above 2 weeks and up to 3 weeks (15–21 days)      | 4.0%                                                   |
| 4    | Above 3 weeks and up to 4 weeks (22–28 days)      | 6.0%                                                   |
| 5    | Delay beyond 4 weeks (> 28 days)                  | 7.5% (maximum cap)                                     |

**Notes:**

- i. LD shall be the single percentage applicable to the slab into which the actual delay falls and shall **not** be cumulative across slabs.
- ii. The total Liquidated Damages shall in no case exceed **7.5%** of the One-Time Implementation Cost.

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- iii. LD may be recovered from any bill, the Security Deposit, or the Performance Bank Guarantee.
- iv. Should the LD reach the maximum cap of 7.5%, HLL reserves the right to terminate the contract, forfeit the Security Deposit, and initiate legal action to recover the actual loss suffered.

**22) INDEMINITY CLAUSE:**

If the supplier fails to execute the order within the time prescribed for the delivery of services ordered or violates or infringes the existing rates as agreed to as mentioned in the supply order, the supplier shall and will indemnify the company against all losses or damages whatsoever to be incurred or sustained including the legal cost or expenses incurred by the company by reason of non-delivery of goods at agreed quantity and rate within the time specified in the supply order. The company will initiate legal action if the supplier fails to execute the supply order as per the schedule in the supply order for the actual loss suffered. No quantity/quality tolerance will be permitted in this regard unless otherwise prior approval is taken by the company before dispatching any excess quantity supplied which shall be returned back on freight to pay basis at the risk of the supplier. Responsiveness of the Bid shall be at the discretion of HLL.

- The supplier shall have no right to change the tender conditions/service stipulated in the supply order.
- Bid pronounced Non Responsive by HLL shall be summarily rejected.
- The decision of HLL will be final and no correspondence on this shall be entertained.
- We have read and understood the above conditions and agree to abide by the same.

23) Bidders shall submit comprehensive commercial proposals for both Annual Maintenance Contract (AMC) and Comprehensive Annual Maintenance Contract (CAMC) for a period of five (5) years following the completion of the 1-year warranty period. HLL Lifecare Limited reserves the absolute right to evaluate both options and select either AMC or CAMC at the time of final contract negotiations or upon completion of the warranty period. Bidders must quote separate annual rates for both AMC and CAMC in the financial bid schedule

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**1. CAMC Duration & Scope:**

- Following the expiration of the initial 1-year warranty period, the system shall enter a **mandatory Comprehensive Annual Maintenance Contract (CAMC)** for a period of five (5) years.
- The CAMC shall be all-inclusive, covering preventative maintenance (quarterly site inspections, camera lens cleaning, network link integrity checks), corrective maintenance, replacement of failed hardware components, software updates, model recalibrations, and license renewals (desired perpetual license).

**2. CAMC Payment Terms:**

- CAMC charges shall be paid on a **Quarterly basis** at the end of each quarter upon submission of satisfactory service reports and system uptime certification certified by the designated HLL engineer.

**3. AMC Duration & Scope:**

- Following the expiration of the initial 1-year warranty period, the system shall enter a **mandatoryAnnual Maintenance Contract (AMC)** for a period of five (5) years.
- The AMC shall be all-inclusive, covering preventative maintenance (quarterly site inspections, camera lens cleaning, network link integrity checks), corrective maintenance, software updates, model recalibrations.

**4. AMC Payment Terms:**

- CAMC charges shall be paid on a **Quarterly basis** at the end of each quarter upon submission of satisfactory service reports and system uptime certification certified by the designated HLL engineer.

24) The supplier agrees to supply strictly as per the order terms in respect of quantity and quality.

HLL reserves the right not to accept the services beyond the delivery date given in the order.

25) No additional cost shall be paid on account of travel, logistics, boarding, lodging of staff of the bidder in connection with the implementation of this project.

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**26) Data Protection, Cybersecurity & DPDP Act Compliance**

**1. Digital Personal Data Protection (DPDP) Act 2023 Compliance:**

- In respect of any video feeds, facial images, employee movement logs, or personal data processed under this contract, the Bidder shall strictly act as a **Data Processor** and process data solely under the explicit written instruction of HLL (Data Fiduciary).
- The Bidder shall strictly adhere to all applicable provisions of the **Digital Personal Data Protection Act, 2023** and relevant cybersecurity mandates under the Information Technology Act, 2000.

**2. Data Ownership & Usage Prohibition:**

- All raw video frames, metadata, model logs, analytical reports, and facial/clothing data generated by the system remain the **sole exclusive property of HLL**.
- The Bidder shall **not** use, copy, reproduce, retain, transmit, or expose HLL's video data or metadata to external networks, third parties, or for the training of external commercial AI/ML models.

**3. Cybersecurity Standards:**

- **Network Isolation:** System architecture must operate on an isolated industrial LAN/VLAN without unauthorized external internet routing.
- **Access & Storage Control:** Mandatory implementation of Role-Based Access Control (RBAC), end-to-end data encryption at rest (AES-256) and in transit (TLS 1.3), disablement of unused network ports, and strict enforcement of strong credential management protocols.
- **Vulnerability Management:** The vendor must patch any discovered software/firmware vulnerability within 7 business days of release at no additional charge.

**29) Force Majeure**

Neither party shall be liable for any failure or delay in performance to the extent caused by events beyond its reasonable control, including acts of God, natural calamities, fire, war, civil disturbance, or government action. The affected party shall notify the other in writing within [7]

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days and shall use reasonable efforts to mitigate the impact. If a Force Majeure event continues beyond [60] days, either party may terminate the contract on written notice.

### **30)Termination**

HLL may terminate this contract, in whole or in part, (a) for convenience, on [30] days' prior written notice, or (b) for cause, upon the Bidder's material breach not remedied within [15] days of written notice. Upon termination, HLL shall pay only for services satisfactorily rendered up to the date of termination, and the Bidder shall comply with the Exit Management obligations specified herein.

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Tender No: HLL/AI-PFT//2026-27/LT/56

Dated: 19.08.2026

**SCHEDULE -D**

**QUESTIONNAIRE**

**(General information of the manufacturer / supplier)**

1. Name & Address of the Supplier with :
  - (a) Telephone No.
  - (b) E-mail Address
  - (c) Name of contact person
  - (d) Whether proprietary/partnership/  
Limited company.
  - (e) Specify whether SSI / MSE unit
  - (f) If Yes, pls specify if your unit is owned by :  
SC/ST /Women entrepreneur
  - (g) Specify whether Startup unit :
2. How many years have you been in the :  
business of manufacturing/selling?
3. (a) What is your annual production capacity :  
.....  
.....
4. Indicate the quantity you can supply HLL :  
per month
5. What would be the minimum period :  
required to deliver the ordered quantity  
from the date of confirmed purchase  
order?

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6. Have you been a supplier to any Condom :  
Manufacturer, if so give details of the  
name, address, quantity and values of  
orders received and executed during the  
last three years? (Attach separate sheet)
7. Kindly furnish the name and address of :  
the Transporter through whom the rejected  
material is to be returned on freight to pay  
basis
8. What is your Annual Turn Over during the :  
Last 3 years?
9. Details of Tax Registration: -
- a) GST NO :

All the information provided herein is true & correct.

**PLACE:**

**NAME & SIGNATURE OF THE APPLICANT**

**DATE :**

**(WITH OFFICE SEAL)**

**एचएलएललाइफकेयरलिमिटेड/ HLL LIFECARE LIMITED**  
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Tender No: HLL/AI-PFT//2026-27/LT/56

Dated: 19.08.2026

**SCHEDULE E**

**QUESTIONNAIRE FOR VENDOR DEVELOPMENT**

(TO BE FILLED BY NEW VENDORS)

**NAME OF PRODUCT:**

1. Name & Address of the Manufacturer :

(a) Telephone No.

(b) E-mail Address

(c) Name of contact person

(d) (i) Whether proprietary/partnership/

Limited company.

(ii) Furnish Name/'s, address,

phone nos. of Proprietor/

Managing partner/ M.D / Director's

(e) Specify whether SSI / MSE unit

(f) If Yes, pl specify if your unit is owned by :

SC/ST /Women entrepreneur

(g)Specify whether start up unit?

2) Details of tax registration :-

a) GST No. :

3) Name & Address of your Banker(s)

Account no. :

Swift Code

4) Annual Turn over :

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- 5) Do you have a Quality Control department. If yes, give the details of the facilities. : Yes/No
- 6) a) Do you have inspection for incoming materials : Yes/No
- b) Do you have in process inspection facilities : Yes/No
- c) Do you have final inspection of the product : Yes/No
- 7) Do you have any accreditation : Yes/No
- (a)ISO 9001
- (b)Any National/International Laboratory/Authority Certification
- If 'Yes', give details along with a copy of certificate issued by them.
- 8) Do you have an environmental policy / ISO 14001 certification? : Yes / No
- If yes, please give the details.
- 9) Furnish the details of testing equipments:
- 10) Have you been assessed previously by HLL : Yes/No
- 11) List of customers
- a) Government Dept. / PSU's
- b) Private Sector
- 12) Have you furnished the sample to HLL? : Yes/No

Place :

**NAME AND SIGNATURE OF THE VENDOR**

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Tender No: HLL/AI-PFT//2026-27/LT/56  
Date :

Dated: 19.08.2026  
(Office Seal)

This is to be filled up by HLL LIFECARE LIMITED, THIRUVANANTHAPURAM

Recommendation/Remarks of the committee

Committee Members:

- 1.Head of Quality Control/Head of Technical Services and Material Testing
- 2.Head of User Department
- 3.Head of Purchase Department

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**भारतसर्कारिकाउद्यम/(A GOVT.OF INDIA ENTERPRISE)**  
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Tender No: HLL/AI-PFT//2026-27/LT/56

Dated: 19.08.2026

**SCHEDULE - F**

**SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY**

**DECLARATION**

(To be submitted in the letter pad of the firm indicating full name and address, telephone & fax numbers etc.)

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

**SEAL OF THE APPLICANT**  
**SIGNATURE**

**NAME AND ADDRESS OF APPLICANT**

**एचएलएललाइफकेयरलिमिटेड/ HLL LIFECARE LIMITED**  
**भारतसर्कारिकाउद्यम/(A GOVT.OF INDIA ENTERPRISE)**  
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Tender No: HLL/AI-PFT//2026-27/LT/56

Dated: 19.08.2026

**SCHEDULE - G**

**BID SECURITY DECLARATION**

(To be submitted in the letter head of the firm indicating full name and address, telephone & fax numbers etc.)

To

**Vice President (PS) and GH (HCS)**  
**HLL Lifecare Limited**  
**(A Government of India Enterprise),**  
**Registered and Corporate Office,**  
**Poojappura, Thiruvananthapuram – 695 005,**

Dear Sir,

I / We, hereby declare that if we withdraw or modify the bids during the period of Validity, we agree to be suspended for the time specified in the Tender Documents.

Yours faithfully,

**SIGNATURE OF THE BIDDER**

**(With seal)**

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भारतसर्कारिकाउद्यम/(A GOVT.OF INDIA ENTERPRISE)  
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तिरुवनंतपुरम-695 012 / THIRUVANANTHAPURAM-695 012

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Tender No: HLL/AI-PFT//2026-27/LT/56

Dated: 19.08.2026

**PRICE BID FOR THE  
SUPPLY, INSTALLATION, TESTING AND COMMISIONING OF AI BASED CCTV SYSTEM FOR  
SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA  
FACTORY**

*मूल्यबोली*  
**PRICE BID**

**एचएलएललाइफकेयरलिमिटेड/ HLL LIFECARE LIMITED**  
**भारतसर्कारिकाउद्यम/(A GOVT.OF INDIA ENTERPRISE)**  
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**तिरुवनंतपुरम-695 012 / THIRUVANANTHAPURAM-695 012**

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Dated: 19.08.2026

**SCHEDULE-H**

**PRICE BID**

| #   | Item Description                                                                                                                                                                                              | Quant<br>ity | Basic<br>Amount<br>(Rs) | GST |                | Total Value<br>(Rs) |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------|-----|----------------|---------------------|
|     |                                                                                                                                                                                                               |              |                         | (%) | Amount<br>(Rs) |                     |
| 1.  | DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY (Including 1 year warranty) | 1 set        |                         |     |                |                     |
| 2.  | COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)                                                                                                                                                              |              |                         |     |                |                     |
| 2.1 | Second Year CAMC Charges (Post 1-                                                                                                                                                                             |              |                         |     |                |                     |
| 2.2 | Year Warranty)                                                                                                                                                                                                |              |                         |     |                |                     |
| 2.3 | Third Year CAMC Charges                                                                                                                                                                                       |              |                         |     |                |                     |
| 2.4 | Fourth Year CAMC Charges                                                                                                                                                                                      |              |                         |     |                |                     |
| 3   | Fifth Year CAMC Charges                                                                                                                                                                                       |              |                         |     |                |                     |
|     | TOTAL PROJECT COST FOR COMMERCIAL EVALUATION (1+2)                                                                                                                                                            |              |                         |     |                |                     |

❖ HLL reserve the right to increase the number of concurrent users in multiples of 5 based on the requirement.

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| #   | Item Description                                                                                                                                                                         | Quant<br>ity | Basic<br>Amount<br>(Rs) | GST |                | Total Value<br>(Rs) |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------|-----|----------------|---------------------|
|     |                                                                                                                                                                                          |              |                         | (%) | Amount<br>(Rs) |                     |
| 1.  | SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY (Including 1 year warranty) | 1 set        |                         |     |                |                     |
| 2.  | ANNUAL MAINTENANCE CONTRACT (AMC)                                                                                                                                                        |              |                         |     |                |                     |
| 2.1 | Second Year AMC Charges (Post 1-Year Warranty)                                                                                                                                           |              |                         |     |                |                     |
| 2.2 | Third Year AMC Charges                                                                                                                                                                   |              |                         |     |                |                     |
| 2.3 | Fourth Year AMC Charges                                                                                                                                                                  |              |                         |     |                |                     |
| 2.4 | Fifth Year AMC Charges                                                                                                                                                                   |              |                         |     |                |                     |
| 3   | TOTAL PROJECT COST FOR COMMERCIAL EVALUATION (1+2)                                                                                                                                       |              |                         |     |                |                     |

**PRICE SCHEDULE**

**Delivery schedule:**

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Tender No: HLL/AI-PFT//2026-27/LT/56

Dated: 19.08.2026

**DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI  
BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING  
DEPARTMENT OF PEROORKADA FACTORY**

**AS PER THE SCOPE SHALL BE COMPLETED WITHIN 70 DAYS FROM THE DATE OF RECEIPT OF  
PO/LOI.**

**Place:**

**Name & Signature of the bidder**

**Date:**

**(With office seal)**

**एचएलएललाइफकेयरलिमिटेड/ HLL LIFECARE LIMITED**  
**भारतसर्कारिकाउद्यम/(A GOVT.OF INDIA ENTERPRISE)**  
**पूजापूरा .पि.ओ / POOJAPPURA P O**  
**तिरुवनंतपुरम-695 012 / THIRUVANANTHAPURAM-695 012**

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Tender No: HLL/AI-PFT//2026-27/LT/56

Dated: 19.08.2026

**Annexure II**

**DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI  
BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING  
DEPARTMENT OF PEROORKADA FACTORY**

**AS PER THE SCOPE**

**NON-DISCLOSURE AGREEMENT**

M/s HLL Lifecare Limited, having its registered office at ( CIN ..... ) Peroorkada P O, Thiruvananthapuram-695005, (hereinafter called M/s HLL) has entered into a contract with M/s(Company Name), with its registered office at (Office address), (hereinafter called M/s (Company Name in Short) for the

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model, by placing Purchase Order (PO) (PO number) dt.(PO date) for an amount of RS.(PO Amount) on M/s(Company Name). As per confidentiality Clause (Clause no) of the PO, a Non-disclosure agreement has to be signed between M/s(Company Name) and M/s HLL for complying the same without any level of dilution.

This Non-Disclosure Agreement, dated as of (Agreement date) is made and signed between M/s HLL and M/s(Company Name) in connection with the

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.M/s(Company Name) means any person employed by M/s(Company Name) either directly or through their sub-contractors or provisional employees or trainees working for the

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and M/s HLL means any person of HLL employed either directly or through their sub-contractors or provisional employees working for HLL. In this Agreement, unless the context otherwise requires. M/s HLL and M/s (Company Name) shall hereinafter be jointly referred to as the "Parties" and individually as the "Party"- The Party hereinafter disclosing information shall be referred to as the "Disclosing Party" and the Party hereinafter receiving information shall be referred to as the "Recipient" or "Receiving Party".

The Non-disclosure agreement covers the following;

- a) Information relating to the DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY shall not be disclosed by M/s (Company Name) to any agency or any other persons not officially concerned with such process. The undue use by M/s(Company Name) of confidential information related to the process may be treated as breach of confidentiality and dealt with accordingly. Except with the prior written consent of M/s HLL, M/s (Company Name) shall not at any time communicate either in hard copy form or electronic means or in any other mode to any other organization, person or entity any confidential information acquired in the course of the contract.
- b) Neither Party will disclose to any third party without the prior written permission consent of the other party any confidential information which is received from the other party for the purpose of providing or receiving services.
- c) Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from other party shall only be used for the purpose of providing or receiving services under the above referenced contract for DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY

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d) In this agreement "Confidential Information" shall mean any information relating to the Disclosing Party's business, commercial information or any information of a technical nature comprising inter alia products, processes, methodologies, frameworks, models, ideas, interpretations, Legal, technical and other documents, manuals, tariffs, standards, software, discs, reports, research, working notes, papers, data or information in wired or wireless mode, drawings, layout , data and techniques used by/owned by "HLL Lifecare Limited" in connection with DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY

e) in whatever form, provided all oral disclosure of confidential information is submitted by the Disclosing Party in writing to the Recipient within 30 (thirty) days, indicating compliance to the terms of this agreement.

In due consideration of the above, HLL Lifecare Limited granting M/s (Company Name) access to the Confidential Information and vice-versa, the Parties undertake that:

1. Subject to Clause 8 below, the Recipient will keep the Confidential Information strictly confidential and will not disclose it to any third party without the Disclosing Party's prior written consent, at any point of time.
2. Confidential Information will be disclosed only to those personnel and permitted assigns of the Recipient who need access to the Confidential Information for the proper performance of their duties in relation to the project and only to the extent necessary for the purpose of DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY
3. The Recipient, will solemnly take required steps appropriately in all means to ensure that all personnel to whom access to the Information is given are aware of its confidentiality and that they are bound by restrictions at least as onerous as those placed on the Parties by the terms of this agreement.
4. The Parties acknowledge that some or all of the Information is or may be price sensitive information and that the use of such information may be regulated or prohibited by applicable legislations and the Recipient undertakes not to use any such Information for any unlawful purpose. On acquiring any Confidential Information, the Recipient shall comply with all applicable laws in India in relation to insider trading and otherwise the acquisition of securities.

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5. The Recipient agree to indemnify and hold harmless the Disclosing Party, its partners and staff and any of the Disclosing Party's clients to whom the Information relates against all loss, damage and expense (including legal expenses relating to any actions, proceedings and claims brought or threatened) of whatsoever nature and howsoever arising out of any breach by the Recipient of the confidentiality obligations under this Agreement.
6. Confidential Information disclosed to the Recipient will be used solely for the purpose of with DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY
7. The Recipient shall establish and maintain all reasonable security measures to provide for the safe custody of the Information in whatever form it may be and to prevent unauthorized access to it.
8. This Agreement shall remains in effect for the implementation period plus 1 year warranty from the Effective Date of this Agreement ("Term"). On completion of implementation of **DESIGN, DEVELOPMENT, S.I.T.C OF AI BASED CCTV SYSTEM FOR SAFETY AND GMP COMPLIANCE IN ELECTRONIC TESTING DEPARTMENT OF PEROORKADA FACTORY** the Recipient shall return all the Confidential Information disclosed to the Recipient and any copies thereof in whatever form it may be including soft copies, electronic forms to the Discloser.
9. The obligations contained above shall not apply to any Information which
  - a. is or subsequently comes into the public domain otherwise than through a breach of this agreement;
  - b. is already rightfully in the Recipient's possession;
  - c. is obtained by the Recipient from a third party without any restriction on disclosure;
  - d. The Recipient required to disclose by law or professional or regulatory obligation with the Disclosing Party's prior written consent.
10. Each party shall be responsible for any breach of this Agreement by any of their respective Representatives. If the Recipient becomes aware of any breach of confidence or threatened breach of confidence by any of the Recipient's direct employees or provisional employees including trainees or agents or sub-contractors, the Recipient will promptly notify the Disclosing Party of the same and give the Disclosing Party all reasonable assistance in connection with any proceedings which the Disclosing Party may institute against such persons. In case of breach of confidence, the damages will be assessed by the discloser and compensation claimed from the recipient as per the suitable

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laws as applicable in India including Indian Penal Code, Information Technology Act 2000, DPDP Act, Intellectual Property law, Indian Contract Act, company laws and the jurisdiction for all such proceedings will be at the courts at Thiruvananthapuram.

11. The Recipient shall comply with the obligations set out herein throughout the tenure of contract and thereafter.
12. The Recipient acknowledges that the Disclosing Party shall retain the copyright and intellectual property rights in the Confidential Information and that the Receiving Party shall not copy, adapt, transmit through wired media or wireless media, modify or amend full or any part of the Confidential Information or otherwise deal with any part of the Confidential Information except with the prior express written consent of Disclosing Party during period of the above contract.
13. This Agreement shall be fully governed by and construed in accordance with the relevant laws of India.
14. Notices: Any notice, claim or demand in connection with this agreement shall be given in writing to the relevant party at the address set out herein and sent by letter/fax shall be deemed received when properly sent, any notice sent by hand shall be deemed received when actually delivered and any notice sent by post shall be deemed received 72 hours after posting. A copy of all notices/replies sent between M/s HLL and M/s (Company Name) shall be emailed to (Company mail id) & aicell@lifecarehll.com respectively.

For M/s HLL Lifecare Limited

For M/s (Company Name)

Head

Business Head

Witness: 1

Witness: 1

Witness: 2

Witness: 2