

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	29-09-2026 10:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	30-09-2026 10:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Health And Family Welfare
विभाग का नाम/Department Name	Department Of Health And Family Welfare
संगठन का नाम/Organisation Name	Hll Lifecare Limited
कार्यालय का नाम/Office Name	Hll Bhavan, Registered Office, Poojapura
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :gemprimarybuyer@lifecarehll.com Buyer Email id: sdrbdsouth@lifecarehll.com
वस्तु श्रेणी /Item Category	Financial Audit Services - Audit report, Review of Financial Statements, Agency for SAP Application Audit, Financial Reporting Framework; Audit Firm, CA Firm, CAG Empaneled Audit or CA Firm
अनुबंध अवधि /Contract Period	4 Month(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	10000 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
Payment Timelines	Payments shall be made to the Seller within 45 days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	200000

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document

for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c). ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

HLL LIFECARE LIMITED

HLL BHAVAN, POOJAPPURA P.O., THIRUVANANTHAPURAM, KERALA - 695012

(Hll Lifecare Limited)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15

ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.

1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
2. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned

Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

5. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

7. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

BOQ70 - [1789618831.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Financial Audit Services - Audit Report, Review Of Financial Statements, Agency For SAP Application Audit, Financial Reporting Framework; Audit Firm, CA Firm, CAG Empaneled Audit Or CA Firm (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Scope of Work	Audit report , Review of Financial Statements , Agency for SAP Application Audit , Financial Reporting Framework
Type of Financial Audit Partner	Audit Firm , CA Firm , CAG Empaneled Audit or CA Firm
Type of Financial Audit	Agency for SAP Application Audit
Category of Work under Financial Audit	Agency for SAP Application Audit

विवरण/ Specification	मूल्य/ Values
Type of Industries/Functions	Agency for SAP Application Audit
Frequency of Progress Report	Agency for SAP Application Audit
MIS Reporting for Financial Audit support	Yes
Frequency of MIS reporting	Agency for SAP Application Audit
State	NA
District	NA
एडऑन /Addon(s)	
Post Financial Audit Support	NA

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Praveen Kumar Gangadharan	695012,HLL LIFECARE LTD, HLL BHAVAN, POOJAPURA, THIRUVANANTHAPURAM	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

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
- Collaboraoptisuite (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.

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3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.

7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and
- All operative provisions of the erstwhile Labour Laws until their complete substitution.

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in

Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---