

E-TENDER DOCUMENT

FOR

INDEPENDENT EVALUATION OF AMRIT PHARMACIES OF THE RETAIL BUSINESS DIVISION (RBD) OF HLL LIFECARE LIMITED

Tender No: HLL/CHO/RBD/AMRIT/2024-25/01 DATED 20.03.2025

E - Tendering



STRATEGIC PLANNING

HLL Lifecare Limited

(A Government of India Enterprise)

Corporate Head Office, Poojappura. P.O.,
Thiruvananthapuram – 695012, Kerala, India

Phone: 0471- 2354949

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Strategic Planning
Corporate Head Office, Poojapura. P.O.,
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NOTICE INVITING TENDER (NIT)

IFB No: HLL/CHO/RBD/AMRIT/2024-25/01 DATED 20.03.2025

HLL Lifecare Limited (HLL), a Government of India Enterprise, invites online bids from eligible, competent and experienced parties who are capable of executing the following item/work meeting the requirements as per our tender.

Sl. No.	Particulars	Description
1	Name of Item/Work	Independent evaluation of AMRIT Pharmacies of the Retail Business Division of HLL Lifecare Limited and pr
2	Location of Delivery/Work	AMRIT Pharmacies across different States.
3	Brief description of Item/Work	Independent Evaluation of AMRIT Pharmacies across various States of the Country and comparison of its various service metrics of with top players in the industry and as per industry standards.
4	Bid Security / EMD	Rs. 2,00,000 /-
5	Tender Processing Fee	Rs. 5000 /-
4	Period of completion	Final report of the Independent evaluation of AMRIT Pharmacies to be submitted within 50 days from the date of issue of Contract / work order / Letter of Indent (LoI)
5	Price Validity	180 days from the date of opening of Price bid
6	Eligibility criteria for Bidders	As per Tender document
7	Pre-bid Conference Meeting with prospective bidders	Google meet link for the Pre-Bid meeting is: https://meet.google.com/xyu-xhsu-woz (Scheduled Date and Time – '27.03.2025' at 15:00 hrs IST)
8	Last date and time for online submission of bids	01-04-2025 at 15:00 hrs.
9	Date and time of opening of e-tender	02-04-2025 at 15:00 hrs.
10	Address for Communication at HLL regarding the tender	Vice President (HR & SP) i/c Strategic Planning, HLL Lifecare Limited, Corporate & Regd. Office HLL Bhavan, Poojapura, Thiruvananthapuram-695012

GENERAL INSTRUCTIONS TO BIDDERS

1. This tender is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/e procure/app>
2. Bid documents including the Bill of Quantities (BoQ) can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-tender shall be uploaded on this website i.e. <https://etenders.gov.in/e procure/app>.
3. The tender and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
4. The tendering process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/e procure/app>). Aspiring bidders may download and go through the tender document.
5. All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. Tenders/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late tenders will not be accepted.
6. The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC needs to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted, the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and shall be rejected.
7. Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.
8. Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the Tender Enquiry Document.
9. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

9.1 Registration

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

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

9.1 Searching for Tender Documents

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

9.2 Preparation of Bid

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- b) Please go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with **100 dpi with black and white option** which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision for uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
- e) Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.
10. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/e procure/app>
11. Tenderers are required to upload the digitally signed file of scanned documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.
12. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -
- For any technical related queries please call at 24 x 7 Help Desk Number:
0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787
- Note:- International Bidders are requested to prefix +91 as country code
- E-Mail Support: For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority
Technical - support-eproc@nic.in, Policy Related - cphp-doe@nic.in
13. Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.
14. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Address for communication and place of opening of bids:

**Vice President (HR & SP) i/c,
Strategic Planning
HLL Lifecare Ltd.,
HLL Bhavan, Poojappura,
Thiruvananthapuram - 695012,
Kerala, India**

**Tel: +91 4712354949
Email sp@lifecarehll.com**

15. The bids shall be opened online at the **Office of the Vice President (HR & SP)i/c** in the presence of the Bidders / their authorized representatives who wish to attend at the above address. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.
16. More details can be had from the **Office of the Vice President (HR and SP)i/c** during working hours. The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.
17. A firm/bidder shall submit only one bid in the same bidding process. A Bidder (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.

18. Online Tender Process:

The tender process shall consist of the following stages:

- i. Downloading of tender document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- ii. **Pre-bid meeting:** All Prospective bidders (maximum two representatives of a firm bearing ID proof issued by their firm) may attend the Pre-bid conference meeting. The venue, date and time indicated below.

The number of representative(s) per firm will be restricted to a maximum of 02 (two) as mentioned in the NIB (at point No. 7 of the bidding document) for joining this pre-bid meeting. Such bidders are requested to send the details (i.e., Name of the Company, Name & designation of the representative(s), Contact Number, E-mail IDs etc.) at sp@lifecarehll.com before 12:00 noon (IST) of 26-03-2025 for accepting those participants during the meeting.

- iii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and HLL website (URL address: <http://www.lifecarehll.com/tender>) and shall not be available elsewhere.
- iv. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on Government e-procurement portal. No manual submission of bid is allowed, and manual bids shall not be accepted under any circumstances.
- v. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.

- vi. Opening of Financial Bids: Bids of the qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

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

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

Name of Bank : HDFC BANK
A/c number : 00630330000605
IFSC Code : HDFC0000063
Branch name : VAZHUTHACAUD, Thiruvananthapuram

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

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

20. HLL Lifecare Limited does not bind themselves to accept the lowest or any bid or to give any reasons for their decisions which shall be final and binding on the bidders.
21. HLL Lifecare Limited reserves themselves the right of accepting the whole or any part of the tender and bidder shall be bound to perform the same at his quoted rates.
22. In case, it is found during the evaluation or at any time before awarding the contract or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare as deemed fit.
23. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and the decision of HLL Lifecare Limited in this regard shall be final and binding.
24. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.
25. HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and HLL Lifecare Limited's decision shall be final in this regard.

26. Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial bid online on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).

Note:- It is necessary to click on "Freeze bid" link / icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/opening during bid opening process.

Vice President (HR & SP) i/c

INSTRUCTIONS TO THE BIDDERS (ITB)

1. INTRODUCTION

HLL Lifecare Limited (HLL) is a public sector undertaking, incorporated in the year 1966, under the administrative control of the Ministry of Health & Family Welfare, Government of India. HLL's purpose of business is "to be a globally respected organization focusing on inclusiveness by providing affordable and quality healthcare solutions through continuous innovations". In its quest to become a comprehensive healthcare solutions provider, HLL had diversified into healthcare services, while nurturing its core businesses in reproductive health.

In 2016, under its services business segment, HLL Lifecare Ltd. ventured into pharma retailing with the formation of a Retail Business Division (RBD). The division operates pharmacy retail chain providing quality pharmaceuticals, medicines, consumables and implants to the common man at affordable prices. The division has been witnessing a massive expansion in the past six years with the Govt. of India aggressively promoting AMRIT Pharmacies across India.

Affordable Medicines and Reliable Implants for Treatment (AMRIT) Pharmacy, a novel initiative launched by the Ministry of Health & Family Welfare aims to provide affordable medicines for treatment of cancer, cardiovascular and other diseases. The Ministry is committed to reduce treatment cost of life-threatening diseases and bringing about a change with treatment being affordable to every Indian. The first AMRIT retail pharmacy opened on 15th November 2015 at AIIMS, New Delhi campus.

Today AMRIT has expanded its product basket covering Specialties like Oncology, Cardiology, implants - Stents, Ortho implants, medical disposables apart from Branded and Branded Generics.

Presently there are **222 AMRIT Pharmacies** spread across **29 states/union territories**, selling more than 6500 drugs (including cardiovascular, cancer, diabetes, stents, etc.), implants, surgical disposables and other consumables at significant discount of upto 50% on market rates, based on authentic prescriptions from doctors not only from the institutions where they are located but even to those patients availing treatment at other hospitals.

The Location-wise and State-wise lists of AMRIT retail pharmacies established by RBD division are attached as **Annexure 8**.

2. SCOPE OF THE BID

HLL Lifecare Limited (HLL), a Government of India Enterprise, invites online bids from the eligible, competent and experienced Agencies to conduct the independent evaluation of the services provided by AMRIT retail pharmacy outlets across India and comparison of the service metrics of AMRIT with industry standards, based on the following terms and conditions detailed herein.

The third-party independent evaluation is to essentially cover the following areas with regard to working and management of AMRIT Pharmacy outlets spread across India.

Scope of evaluation:

Phase 1 & 2: Evaluation of existing services of AMRIT:

1. Brand-wise sales price details
2. Category / specialization of medical items availability
3. Measure the critical service factor indexes of AMRIT pharmacies for:
 - a) Delivery timelines
 - b) Customer service
 - c) Customer satisfaction
 - d) Product availability
 - e) After-sales service
 - f) Impact of AMRIT in society
 - g) Any other relevant parameter
4. Identification of strengths and weaknesses of AMRIT pharmacies along with opportunities and threats.

Phase 3: comparative study of all the above factors of AMRIT in comparison with industry practices and top players (min top 5 market players) in the Indian Market.

Stage-wise evaluation:

- **Stage 1:** Physical survey at the outlets – 100 outlets of different classifications across minimum 20 States / UTs.
- **Stage 2 :** Data based, remote evaluation of all remaining AMRIT Pharmacy outlets.
- **Stage 3:** Benchmarking against industry practices and comparison with the minimum top 5 market players in the organized sector of retail pharmacy operations.

Submission of Evaluation Reports

- a. **Interim Report** – Within 35 days from the date of issue of Contract / Work Order / Letter of Indent (LoI).
- b. **Final Report** – Within **50 days** from the date of issue of Contract / Work Order / Letter of Indent (LoI).

3. ELIGIBILITY OF BIDDERS

3.1 A Bidder should have following eligibility criteria to submit bids against this tender.

- The Applicant should be a firm having at least 3 years relevant work experience in the field of market research of pharmacy/FMCG/retail auditing.
- Applicant should have qualified manpower under their disposal for engaging in the Evaluation.
- Applicant firms should have a minimum average annual turnover of **Rs. 1,00,00,000/- (Rupees One Crores only)** in the past three financial years (2021-22, 2022-23 and 2023-24 - Actuals) certified by a Chartered Accountant.
- The Agency should be registered in India. Copy of Registration certificate to be attached.

4. COST OF BIDDING

4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and "HLL", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4.2 Tender documents may be downloaded free of cost from the Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).

5. GETTING INFORMATION FROM WEB PORTAL

- 5.1 All prospective bidders are expected to see all information regarding submission of bid for the Work published on the e-tender website during the period from the date of publication of NIT for the Work and up to the last date and time for submission of bid. Non observance of information published in the website shall not be entertained as a reason for any claim or dispute regarding a tender at any stage.
- 5.2 All bids shall be submitted online on the Government e-procurement portal only in the relevant envelope(s)/ cover(s), as per the type of tender. No manual submission of bids shall be entertained for the tenders published through Government e-procurement portal under any circumstances.
- 5.3 The Government e-procurement portal shall not allow submission of bids online after the stipulated date & time. The bidder is advised to submit the bids well before the stipulated date & time to avoid any kind of network issues, traffic congestion, etc. In this regard, the department shall not be responsible for any kind of such issues faced by the bidder.

6. BIDDING DOCUMENTS

6.1 Content of Bidding Documents

The bidding documents shall consist of the following unless otherwise specified

- Notice Inviting Tender (NIT)
- Instructions to Bidders
- Price Bid Format / BoQ
- General and special Conditions of Contract
- Annexures to Bid

- 6.2 The bidder is required to login to the e-procurement portal and download the listed documents from the website as mentioned in NIT. He shall save it in his system and undertake the necessary preparatory work off-line and upload the completed bid at his convenience before the closing date and time of submission.
- 6.3 The bidder is expected to examine carefully all instructions, conditions of contract, annexures, terms, scope of the work etc. in the Bid Document. Failure to comply with the requirements of Bid Document shall be at the Bidder's own risk.

7. CLARIFICATION OF BIDDING DOCUMENTS

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

8. AMENDMENT TO BIDDING DOCUMENTS

- 8.1 Before the deadline for submission of bids, the Tender Inviting Authority may modify the bidding document by issuing addenda.

- 8.2 Any addendum thus issued shall be a part of the bidding documents which will be published on the e-tender website. The Tender Inviting Authority will not be responsible for the prospective bidders not viewing the website in time.
- 8.3 If the addendum thus published does involve major changes in the scope of work, the Tender Inviting Authority may at his own discretion, extend the deadline for submission of bids for a suitable period to enable prospective bidders to take reasonable time for bid preparation taking into account the addendum published.

9. PREPARATION OF BIDS

9.1 Language of the Bid

All documents relating to the bid shall be in the English language.

9.2 Mandatory documents to be submitted along with the Technical Bid

The online bid submitted by the bidder shall comprise documentary proof of the following:

1. Self-Declaration as per [Annexure 1](#)
2. Bid form as per [Annexure 2](#)
3. Power of attorney for signatory of bid in Rs 200/- stamp paper duly notarized.
4. GST Certificate (self-attested copy).
5. Copy of Non-Conviction certificate (self-certified)
6. Permanent Account Number (Self attested Copy)
7. Certificate of incorporation and associated documents like Article of Association and Memorandum of Association/Partnership deed/HUF etc. as applicable. (Self-attested Copy).
8. Documentary evidence to establish the work experience (at least 3 years) in the field of market research of pharmacy/FMCG/retail auditing (Self Certified copy of previous work orders from reputed organisations / experience letters issued by reputed organisations / market survey reports published in reputed journals etc.).
9. Details of the Qualified Manpower (Name of the person, Designation, Full time / Part time engagement, Education Qualification, Experience certificates etc.) under disposal of the Applicant for engaging in the evaluation.
10. Documentary proof for establishing the average annual turnover of the tenderer in the last three financial years (2021-22, 2022-23, 2023-24 (original)) of not less than Rs.1 Crore duly certified by a chartered accountant.
11. [Annexure 3](#) - Category details of organization, in case of MSME / MSE, If the bidder is a MSME, it shall declare in the bid document the Udyog Aadhar Memorandum Number issued to it under the MSMED Act, 2006. If an MSME bidder do not furnish the UAM Number along with bid documents, such MSME unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012.”
12. [Annexure 4](#) - Indemnity Certificate
13. [Annexure 5](#) - Performance Bank Guarantee Format
14. [Annexure 6](#) - Check List

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

9.3 Bid Prices

- 9.3.1 The Bidder shall bid mandatorily as described in the Price bid, and any discrepancies in the quote may entitle the quoted item/bid to be disqualified.
- 9.3.2 The rates quoted by the Bidder shall be a Lumpsum amount inclusive of all expenses

required to carry out the entire scope of the work mentioned in this tender document. GST as applicable shall be quoted separately and will be paid as per the rules.

- 9.3.3 The rates and prices quoted by the bidder shall remain firm during the entire period of contract.
- 9.3.4 If a firm quotes NIL Charges/ consideration, the bid for that item(s) shall be treated as unresponsive and will not be considered.
- 9.3.5
- 9.3.6 Price comparison during evaluation will be done by HLL.

9.4 Currencies of Bid and Payment

- 9.4.1 The currency of bid and payment shall be quoted by the bidder entirely in Indian Rupees. All payments shall be made in Indian Rupees only.

10. SUBMISSION OF BIDS

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

Copies of all certificates and documents shall be uploaded while submitting the tender online.

- 10.1 The tender is invited in **2 Envelope system**
- 10.2 The following 2 envelopes shall be submitted online at CPP-portal by the bidder.
- 10.2.1 The Party has to provide Performance Security if Tender is awarded to them.

a) **Envelope - I (Technical bid):**

Technical Bid should contain dully filled, signed and scanned soft copy documents as mentioned in Instructions to Bid (ITB) - Documents to be submitted along with the Technical Bid - Section 9.2.1.

b) **Envelope – II (Financial Bid): The Financial e-Bid through CPP portal:**

All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the file is found to be modified by the bidder, the bid will be rejected.

Prices shall be quoted in Indian Rupees.

Note:-

1. HLL Lifecare Limited reserves the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm, then HLL shall take the following action:
 - i. The agency shall be liable for debarment from tendering in HLL Lifecare Limited, apart from any other appropriate contractual /legal action.
2. The Tender Inviting Authority shall not be responsible for any failure, malfunction or

breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

11. DEADLINE FOR SUBMISSION OF THE BIDS

11.1 Bid shall be received only online on or before the date and time as notified in NIT. The Tender Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of bids, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The Bidder will not be able to submit his bid after expiry of the date and time of submission of bid (server time).

11.2 Modification, Resubmission and Withdrawal of Bids

11.2.1 Resubmission or modification of bid by the bidders for any number of times before the date and time of submission is allowed. Resubmission of bid shall require uploading of all documents including price bid afresh.

11.2.2 If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.

11.2.3 The Bidder can withdraw his/her bid before the date and time of receipt of the bid. The system shall not allow any withdrawal after the date and time of submission.

12 BID OPENING AND EVALUATION

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

12.1 Bid Opening Process

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

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

If any clarification is needed from the bidder about the deficiency in his uploaded documents in Envelope- I, he will be asked to provide it through CPP portal. The bidder shall upload the requisite clarification/documents within the time specified by HLL Lifecare Limited, failing which tender will be liable for rejection.

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

12.1.2. In the event of the specified date of bid opening being declared a holiday for HLL, the bids will be opened at the same time on the next working day.

12.2. Confidentiality

12.2.1. Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award has been announced in favor of the successful bidder.

12.2.2. Any effort by a Bidder to influence the Purchaser during the processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Bidders' bid.

12.3 Clarification of Bids

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

12.3.2. No Bidder shall contact the Tender Inviting Authority on any matter relating to the submitted bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Tender Inviting Authority, he shall do so in writing.

12.4. Examination of Bids, and Determination of Responsiveness

12.4.1. During the bid opening, the Tender Inviting Authority will determine for each Bid whether it meets the required eligibility as specified in the NIT; is accompanied by the required documents and certificates.

12.4.2. A substantially responsive bid is one which conforms to all the terms, conditions, and requirements of the bidding documents, without material deviation or reservation.

A material deviation or reservation is one:-

- which affects in any substantial way the scope, quality, or performance of the Works;
- which limits in any substantial way, inconsistent with the bidding documents, the HLL's rights or the Bidder's obligations under the Contract;
- whose rectification would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

12.4.3. If a Bid is not substantially responsive, it may be rejected by the Tender Inviting Authority, and may not subsequently be made responsive by correction or withdrawal of the nonconforming material deviation or reservation.

12.4.4. Non submission of legible or required documents or evidences may render the bid non-responsive.

12.4.5. Bidder can witness the principal activities and view the documents/summary reports for that particular work by logging on to the portal with his DSC from anywhere.

12.5. Negotiation on Bids

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

13 BID VALIDITY

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

13.2. In exceptional circumstances, prior to expiry of the original bid validity period, the Tendering Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by email. A bidder

may refuse the request at its will. A bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to extend the validity of the Performance Security for the period of the extension.

14. STATUTORY EXEMPTIONS:

Statutory exemptions as per relevant guidelines shall be applicable for MSE vendors.

15. BID SECURITY (EMD)

15(a)

- (i) The Bidder shall furnish, as part of his Bid, a Bid Security for an amount as detailed in the Notice Inviting Tender (NIT). For e-tenders, Bidders shall remit the Bid Security using the payment options given in e-tender under Government e-Procurement system only.
- (ii) Each bid must be accompanied by E.M.D. Any Bid not accompanied by an acceptable Bid Security (EMD) shall be rejected as non-responsive.
- (iii) The Bid Security (EMD) of the unsuccessful Bidder shall become refundable as promptly as possible after opening of Price Bid and finalization of the tender.
- (iv) The Bid Security (EMD) of the successful Bidder will be discharged when the Bidder has furnished the required Security Deposit and acceptance of LOI/Work order.
- (v) SSI/MSE units interested in availing exemption from payment of Bid Security should submit a valid copy of their registration certificate issued by the concerned DIC or NSIC/Udyog Aadhaar. But the Party has to provide Security Deposit, if work is awarded to them.
- (vi) The bid security may be forfeited/ blacklisted/ de-barred from participating in HLL tenders for a period of 2 years.
- (vii) The Bid Security may be forfeited:
 - a. If a Bidder:
 - Changes its offer/bid during the period of bid validity or during the validity of the contract.
 - Does not accept the correction of errors
 - b. In the case of the successful Bidder, if the Bidder fails:
 - To sign the Agreement
 - To deliver the material within stipulated time frame as per PO.
 - To accept the Notification of award/Letter of Indent/ Purchase order and/or submit the security deposit.
 - To acknowledge the Notification of award/Letter of Indent/ Purchase order within 5 days from the date of issue by sending the signed copy of the same.
- (viii) In such cases the work shall be rearranged at the risk and cost of the selected bidder
- (ix) The Bid Security deposited will not carry any interest.

16. TENDER PROCESSING FEE

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

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

16.3 Tender Fee remitted will not be refunded.

17. ALTERATIONS AND ADDITIONS

17.1 The bid shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.

17.2 The bidder shall not attach any conditions of his own to the Bid. The Bid price must be based on the tender documents. Any bidder who fails to comply with this clause will be disqualified.

18. INDEMNIFICATION CLAUSE

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

19. PERFORMANCE SECURITY

19.1 Within 15 days from date of the issue of Contract / Work Order / Letter of Indent (LoI) by the Purchaser, the bidder, shall furnish performance security to HLL for an amount equal to three percent (3%) of the total value of the contract, valid up to sixty (60) days after the date of completion of all contractual obligations of the bidder.

19.2 The Performance security shall be denominated in Indian Rupees or in the currency of the contract as detailed below:

19.3 It shall be in any one of the forms namely Account Payee Demand Draft or Fixed Deposit Receipt drawn from any Scheduled bank in India or Bank Guarantee issued by a Scheduled bank in India, in the prescribed form in favour of HLL. The validity of the Fixed Deposit receipt or Bank Guarantee will be for a period up to sixty (60) days beyond the date of completion of all contractual obligations of the bidder.

19.4 In the event of any failure /default of the bidder with or without any quantifiable loss to the HLL, the amount of the performance security is liable to be forfeited.

19.5 In the event of any amendment issued to the contract, the supplier shall, within fifteen (15) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.

19.6 HLL will release the Performance Security without any interest to the supplier on completion of all contractual obligations stipulated in this bid.

20. PAYMENT TERMS

- 20.1. 40 % of the Contract value on submission of the Interim Report
- 20.2. Balance 60 % of the Payable Contract value after submission of the final report and its acceptance by HLL.
- 20.3. The amount shall be paid by HLL in Indian Rupees.
- 20.4. Acceptance of the payment terms without any qualification shall form part of the technical bid. In case the payment terms are not accepted, the bid is likely to be rejected.

21. WORK COMPLETION TIME

The Independent Evaluation of AMRIT Pharmacies as per the scope mentioned in this tender document must be completed within **50 days** from the date of issue of Contract / Work order / LoI by HLL. Any delay beyond the stipulated time of 50 days may result in penalty.

Interim Report to be submitted within 35 days from the date of issue of Contract / Work Order / LoI.

Final report to be submitted with 50 days from the date of issue of Contract / Work Order / LoI.

22. DELAY IN COMPLETION OF SCOPE OF WORK

22.1. Completion of work shall be carried out by the Agency in accordance with the time schedule prescribed by HLL in the Work order/ Contract agreement. If at any time during performance of the Contract, the Agency should encounter conditions impeding timely execution of work, the Agency shall promptly notify HLL in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Agency's notice, HLL shall evaluate the situation and may at its discretion extend the Agency's time for performance, with or without penalty.

If the Agency fails to complete the entire scope of work even during extended delivery period, then the Contract Agreement/ Work order shall be short-closed, and Performance Security shall be forfeited.

22.2. A delay by the Agency in the performance of its delivery obligations shall render the Agency liable to the imposition of penalty pursuant to the agreement, unless an extension of time is agreed upon pursuant to agreement without the application of liquidated damages.

22.3. If the Agency fails to perform of services within the time period(s) specified in the Contract, HLL shall without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percentage of the Contract values for each week of delay or part thereof until actual performance, up to a maximum deduction of 10 percent of the Contract Value. GST as applicable will also be recovered in addition to the liquidated damages. However, HLL at its sole discretion reserves the right to accept or reject the services which are performed beyond the delivery date as mentioned in the purchase order. In the event of HLL accepting the services beyond the stipulated delivery date as per the Work order, the penalty as mentioned above would apply. Once the maximum is reached, HLL may consider termination of the Contract

22.4. If L1 defaults (fails to perform the evaluation) then HLL reserves the right to undertake the services from L2 or higher bidder or from market at the risk and cost of Agency and if the same happens at a price higher than the ordered rates, HLL shall have the right to claim the difference upon whom order was originally placed and Agency will be under obligation to pay the same. HLL has the right to forfeit the Performance security in the event of default. In addition, HLL is entitled to recover the business loss suffered by HLL consequent to default for performance of Evaluation.

23. TAXES AND DUTIES

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

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

“Not applicable, as Agencies registered and operating in India only be eligible for quoting against this tender”

25. INSPECTION AND TESTS

Not applicable

26. INDEMNITY:

The Bidder shall indemnify, defend and hold harmless Government of India and HLL, its Affiliates, officers, directors, employees, agents, and their respective successors and assigns, from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third Party claims of any kind that arise out of or are attributable to (i) Manufacturer's/Bidders breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Manufacturer /Bidders.(iii) any product liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by bidder or its affiliate. The Bidder has to submit the indemnity certificate duly signed and sealed in the format provided in [Annexure 4](#).

27. SHORT SUPPLY:

Not applicable.

28. PARALLEL RATE CONTRACTS:

HLL reserves the right to enter into the rate contract / parallel rate contracts with one or more parties or to place adhoc contracts simultaneously or at any time during the currency of contract, with one or more suppliers.

HLL also reserve the rights : (1) to enter into parallel Price Agreement(s)/ Contract(s) simultaneously or at any time during the period of the Price Agreement/Rate Contract with one or more bidder(s) as he/they think fit and (2) to place adhoc contract or contracts simultaneously or at any time during the period of this Rate contract with one or more supplier(s) / bidder(s) for such quantity of such item or items as HLL (whose decision shall be final) may determine.

29. IN CASE OF DEFAULT

HLL is not bound to accept the L1 offer only and circumstances warranting where L1 shows its disinterest, L2 or higher offer may be considered for acceptance.

30. RISK PURCHASE

If L1 or any other parties' defaults (fails to complete the Independent evaluation of AMRIT Pharmacies on time) then the HLL reserves the right to obtain services from L2 or higher bidder or from market at the risk and cost of L1 supplier and if the contract is awarded a price higher than the contract value, HLL shall have the right to claim the difference upon whom order was originally placed and L1 will be under obligation to pay the same. In addition, HLL is entitled to recover the business loss suffered by HLL consequent to default for completing the evaluation.

31. FORCE MAJEURE

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

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

32. GOODS REPLACEMENT:

NOT APPLICABLE

33. CLARIFICATIONS ON BIDS

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

34. CONTACTING HLL

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

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

HLL reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without assigning any reason thereof.

HLL does not bind itself to accept the lowest or any bid and reserves the right to reject any or all bids at any point of time prior to the issuance of the Work order or Contract Agreement.

HLL reserves the right to resort to retendering without providing any reasons whatsoever. HLL shall not incur any liability on account of such rejection.

HLL reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised bids from the bidders due to such changes, if any.

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

HLL reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for HLL's action.

36. HLL'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD

HLL reserves the right at the time of award of contract to increase or decrease the quantity of goods and services originally specified in the bid document without any change in unit price or other terms and conditions.

37. EVALUATION AND COMPARISON OF BID

- 39.1 HLL will evaluate and compare bids previously determined to be substantially responsive.
- 39.2 Selection of bidder will be based on the lowest total price quoted for performance of Evaluation in all the States.

- 39.3 Arithmetical errors will be received on the following basis. If there is a discrepancy between the amount in words and figures, the amount in words will prevail. If an Applicant does not accept the correction of errors, its bid will be rejected.

38. SETTLEMENT OF DISPUTES

This tender and / or its subsequent contract shall be governed in all respects by and constructed in accordance with the laws of India . In case of any dispute or differences arising shall fall under the exclusive jurisdiction of the courts at Thiruvananthapuram.

39. MAJOR RESPONSIBILITIES OF AGENCY

- a. The agency shall perform the Evaluation of the AMRIT pharmacies as per the terms and conditions mentioned in the contract agreement/work order issued by HLL. Evaluation shall be conducted in strict conformance with the stipulations of tender specification and the respective Work order/ Contract agreement.
- b. The successful bidder shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings that are necessary for the performance of the Contract agreement /Work order.
- c. The Agency shall comply with all laws in force in India. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the bidder. The Bidders shall indemnify and hold harmless HLL from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the bidder or its personnel except that caused by HLL.
- d. Any Evaluation / audit related legal issues shall be handled and connected expenses therewith shall be borne by the bidder only.

The final number of pharmacies mentioned in Annexures 7 & 8 may vary.

40. GOVERNING LANGUAGE

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

41. AWARD CRITERIA

HLL will enter into an agreement with the successful bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid of this tender.

42. NOTIFICATION OF AWARD

After completion of evaluation of tender, HLL will notify the successful Bidder. The notification of award/ Work order will constitute the formation of the Contract. The agency shall give acceptance of the Notification of award/Work order on the same day as the date of issue by sending the signed copy of the same failing which, HLL shall have the right to cancel the order. The conditions mentioned in the Notification of award/Work order will be mutually binding for both the parties and the bidder and HLL shall abide by the same.

43. TERMINATION

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

44. AGREEMENT

- a. The bidder who is selected will have to execute an agreement on non-judicial stamp paper of Rs.200/-(stamp duty to be paid by tenderer) with HLL. The bidder shall not, at any time, assign, sub-let or make over the contract or the benefit thereof or any part thereof to any person or persons whatsoever. All notices or communications relating to arising out of this agreement or any of the terms thereof shall be considered duly served on or given to the bidder if delivered to him or left at the premises, places of business or abode.
- b. If the successful tenderer fails to execute the agreement or withdraws the tender after intimation of the acceptance of the tender has been sent or owing to any other reasons, the tenderer is unable to undertake the contract, the contract will be cancelled. Such tenderer(s) will also be liable for all damages sustained by the Tender Inviting Authority / Ordering Authority by reasons of breach of tender conditions. Such damages shall be assessed by the Tender Inviting Authority, HLL Lifecare Limited whose decision shall be final

45. FALL CLAUSE

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

46. CORRUPT OR FRAUDULENT PRACTICES

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

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

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

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

“Not applicable, as agencies registered and operating in India are to be only eligible for quoting against this tender”

48. PURCHASE PREFERENCE TO MICRO AND SMALL ENTERPRISES (MSEs):

Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry.

49. NON-DISCLOSURE

Except with the prior consent of HLL, the bidder / agency shall not at any time communicate to any person or entity any information acquired in the course of performance of this Contract.

GENERAL CONDITIONS OF CONTRACT (GCC)

1. DEFINITIONS

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

- (a) "The Contract" means the agreement entered into between HLL and the Agency as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- (b) "The Contract Price" means the price payable to the Agency under the Contract for the full and proper performance of its contractual obligations;
- (c) "Services" means the conduct of Evaluation of the AMRIT Pharmacies and other ancillary services as transportation and insurance, and other incidental services, covered under the contract;
- (d) "GCC" means the General Conditions of Contract contained in this section.
- (e) "SCC" means the Special Conditions of Contract.
- (f) "HLL" means HLL Lifecare Limited;
- (g) "The Agency" means the individual or firm performing the Independent Evaluation under this Contract;
- (h) "Day" means calendar day.
- (i) "Work Completion period" means the period applicable upto completion of the work by the agency at the required site mentioned in Notification of award/ Work order and accepted by HLL.

2. APPLICATION

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

3. STANDARDS

The Evaluation shall be conducted in accordance with the Statutory requirements as mentioned in the Scope of Bid.

4. USE OF CONTRACT DOCUMENTS AND INFORMATION

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

5. SUBCONTRACTS

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

6. CONTRACT AMENDMENTS

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

7. PATENT RIGHTS

The Agency shall indemnify HLL against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

8. INSURANCE

Not Applicable

9. CHANGE ORDERS

- 9.1 HLL may at any time by written order given to the Agency, make changes within the general scope of the Contract in any one or more of the following:
- (a) the services to be provided by the Agency.
 - (b) Number of outlets to be evaluated.

10. ASSIGNMENT

- 10.1 Agency shall not assign, in whole or in part, its obligations to perform under the contract, except with HLL's prior written consent.

11. TERMINATION BY DEFAULT

- 11.1 HLL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, terminate the Contract in whole or part;
- (a) if the Agency fails to deliver any or all of the services within the time period(s) specified in the Contract, or within any extension thereof granted by HLL, or
 - (b) If the Agency fails to perform any other obligation(s) under the contract.
- 11.2 In the event HLL terminates the Contract in whole or in part, HLL may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered/unperformed, and the Agency shall be liable to HLL for any excess costs for such similar Services. However, the Agency shall continue the performance of the Contract till such time.

12. TERMINATION FOR INSOLVENCY

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

13. APPLICABLE LAW

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

14. NOTICES

- 14.1 Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by cable, telex or facsimile and confirmed in writing to the other Party's address specified in Special Conditions of Contract.
- 14.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

15. TAXES AND DUTIES

Agency shall be entirely responsible for all taxes, duties, license fees, etc., incurred until the

completion of Service / Contract.

16. PACKING

Not Applicable.

17. DELIVERY AND DOCUMENTS

- i. Interim report within 35 days from the date of issue of Contract / Work Order / Lol
- ii. Final report within 50 days from the date of issue of Contract / Work Order / Lol

Special Conditions of Contract (SCC)

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

These Special Conditions will modify/substitute/supplement the corresponding (GCC) clauses. Whenever there is any conflict between the provision in the GCC and that in the SCC, the provision contained in the SCC shall prevail.

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

Annexure - 01

SELF - DECLARATION

Tender: HLL/CHO/RBD/AMRIT/2024-25/01 DATED 20.03.2025

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

Dear Sir,

We certify that we have not been de-registered or debarred or blacklisted or banned / suspended for business for any Services we have quoted, by State Government or Government of India / Other Statutory Bodies, till the due date of submission of BID as specified in the subject BID. If we, at a later date, are found guilty of suppressing facts in this regard, such an act on our part shall be considered a fraudulent practice in accordance with the Instructions to Bidders and the Purchaser shall be entitled to reject our BID submitted by us against this Tender.

We have also noted that after submission of BID and before award contract, if we are de registered or debarred or blacklisted by State Government or Government of India / Other Statutory Bodies, our BID will be considered as Non-responsive.

We hereby declare that the facts furnished for the purpose of this tender are correct and true to the best of our knowledge. We are well aware that any discrepancy in the same makes us liable for disqualification / debarment / appropriate action by the tenderer.

Date:
Place:

Signature:
Name:
Designation:
Seal:

BID FORM

Annexure - 02

Ref: HLL/CHO/RBD/AMRIT/2024-25/01 DATED 20.03.2025

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

Dear Sir,

Tender: Independent Evaluation of AMRIT Pharmacies established by HLL

Tender No. HLL/CHO/RBD/AMRIT/2024-25/01 DATED 14.03.2025

Having examined the Bidding Documents, including Addenda Nos. [insert numbers], the receipt of which is hereby acknowledged, we, the undersigned, offer our services in full conformity with the Bidding Documents for the total amount against the Product/Service as indicated in the price Schedule.

We undertake that in case our bid is accepted, we shall:

Commence work and shall make all reasonable endeavour to achieve contract acceptance.

We agree to abide by this bid, which, in accordance with consists of this letter, the Price Schedule, letter of authorization, documents establishing conformity, and Attachments through [specify: the number of attachments] to this Bid Form, up to 6 months from the date of opening of financial bids and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

We declare that the above quoted price for Service is firm and shall not be subject to any variation for the entire period of the assignment. We further declare that the above quoted prices include all taxes as on the date of bid submission, duties and levies payable by us under aforesaid assignment.

We declare that price/ rate offered is for Supply of Services as per the scope of this tender.

The costs of withdrawals of these deviations / exclusions are enclosed with the Price Schedule. In case a formal final Contract is not prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any bid you may receive.

We, the Bidder shall indemnify, defend and hold harmless Government of India, HLL, its Affiliates, officers, directors, employees, agents, and their respective successors and assigns, from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third Party claims of any kind that arise out of or are attributable to (i) Bidders breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Bidders. (iii) any liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by bidder or any affiliate.

We agree to all terms and conditions of the Bid Document and subsequent amendments.

Dated this [insert: number] day of [insert: month], [insert: year]. Signature.....

Name.....

Full Address with contact person Name, Phone number and Email
Designation and Common Seal...

Annexure - 03

Page

CATEGORY DETAILS OF ORGANIZATION

SL No.	Description	Yes / No
1.	Whether the organization belongs to the MSME category	
2.	If yes whether the organization belongs to MSE category	
3.	Whether the MSE organization belongs to SC/ST entrepreneur.	
4.	Whether the MSE organization belongs to woman entrepreneur.	

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

* The Udyog Aadhar no of the bidder

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

Date:

Signature of the Bidder:

Place:

Name with seal:

Designation:

Address:

To,
Vice President (HR & SP) i/c
Strategic Planning,
HLL Lifecare Limited,
HLL Bhavan, Poojappura,
Thiruvananthapuram -695012 Kerala, India
Tel: +0471 2354949
Website – www.lifecarehll.com

INDEMNITY CERTIFICATE

Dear Sir,

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

Dated this [insert: number] day of [insert: month], [insert: year].

Signature.....

Name.....

Full Address with contact person Name, Phone number and Email

Designation and Common Seal...

Annexure - 05

PERFORMANCE BANK GUARANTEE FORMAT

To: _____ (Name of Purchaser)

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

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

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

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

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

Signature and Seal of Guarantors

Date: _____ 20 _____

Address: _____

CHECK LIST

SI No	PARTICULAR OF DOCUMENT	ATTACHED / NOT ATTACHED	PAGE NO	Remarks
1	Forwarding letter indicating the submission of Technical documents along with check list of document			
2	Tender document duly signed and stamped in all pages along with corrigendum (if Any)			
3	Copy of Udyog Aadhaar, in case of MSME bidders			
4	Authenticated copy of the Memorandum of Association/Articles of Association/ Partnership deed etc. and certificates of incorporation/ registration of the organization with details of Name, Address, Tel. No., Fax No., E-mail Address of firm and the M. Director / Partner / Proprietor			
5	Documentary proof for establishing the average annual turnover of Original Manufacturers having a minimum average annual turnover of Rs.01 Crore (Rupees One Crore only) during the last three years i.e. 2021-22, 2022-23, and 2023-24.			
6	Documentary evidence to establish the work experience (at least 3 years) in the field of market research of pharmacy/FMCG/retail auditing (Self Certified copy of previous work orders from reputed organisations / experience letters issued by reputed organisations / market survey reports published in reputed journals etc.).			
7	Details of the Qualified Manpower (Name of the person, Designation, Full time / Part time engagement, Education Qualification, Experience certificates etc.) under disposal of the Applicant for engaging in the evaluation.			
8	Copy of Recent Non conviction certificate (self-certified)			
9	Power of Attorney in stamp paper (RS.200/-) duly notarized authorizing the signatory to sign the bids and transact business.			
10	Annexure 1 - Self Declaration			
11	Annexure 2 - Bid Form			
12	Annexure 3- Category details of Organization			
13	Annexure 4- Indemnity Certificate			
14	Annexure 5 – Performance Bank Guarantee Format			
15	Annexure 6 – Check List			
16	Copy of PAN Card & GSTN details			

STATE-WISE LIST OF AMRIT PHARMACIES

S.No	STATE	TYPE OF INSTITUTION							TOTAL
		AIIMS	OTHER CENTRAL GOVT INST.	MCH*	STATE GOVT	DH*	SDH*	STAND ALONE	
NORTH	New Delhi	5	3		1				9
	Punjab	4	2	1	2				9
	Chandigarh		7	1	1				9
	Himachal Pradesh	2	1	2					5
	Uttarakhand	2	1			1			4
	Uttar Pradesh	3	2	17	3				25
	Haryana	1		5	1				7
	Rajasthan	1							1
	Jammu	1		12	1				14
	Kashmir			4	4				8
SUB TOTAL		19	16	42	13	1			91
EAST	Odisha	2	1						3
	Bihar	2	3	3					8
	Meghalaya		1		1				2
	Assam		1	15	1	26			43
	Manipur		1						1
	Arunachal Pradesh			1					1
	Tripura		1						1
	West Bengal	2	2						4
Jharkhand	2	1	2	1				6	
SUB TOTAL		8	11	21	3	26			69
WEST	Chattisgarh	5	5						10
	Gujarat	1							1
	Madhya Pradesh	5	1	8	1				15
	Maharashtra	2	4	4					10
SUB TOTAL		13	10	12	1				36
SOUTH	Puducherry		1						1
	Tamil Nadu		2						2
	Kerala			1		1		1	3
	Karnataka		1		1				2
	Andhra Pradesh	1							1
	Telangana	1		1	11	4			17
SUB TOTAL		2	4	2	12	5		1	26
GRAND TOTAL		42	41	77	29	32		1	222

*MCH: Medical College Hospital

*DH: District Hospital

*SDH: Sub District Hospital

LOCATIONWISE LIST OF AMRIT DEENDAYAL PHARMACIES

S.No	HOSPITAL	Type of Hospital
1.	ASSAM	
1	AMRIT, GMCH, GUWAHATI	Medical College
2	AMRIT GMCH UNIT 2 , GUWAHATI	Medical College
3	AMRIT, AMCH, DIBRUGARH	Medical College
4	AMRIT, FAAMCH, BARPETA	Medical College
5	AMRIT, JMCH, JORHAT	Medical College
6	AMRIT, TMCH, TEZPUR	Medical College
7	AMRIT, SMCH, SILCHAR	Medical College
8	AMRIT, CIVIL HOSPITAL, BAKSA	District Hospital
9	AMRIT, CIVIL HOSPITAL, SONAPUR	District Hospital
10	AMRIT, CIVIL HOSPITAL, BONGAIGAON	District Hospital
11	AMRIT, CIVIL HOSPITAL GOALPARA	District Hospital
12	AMRIT, CIVIL HOSPITAL, KOKRAJHAR	District Hospital
13	AMRIT, CIVIL HOSPITAL, NALBARI	District Hospital
14	AMRIT, CIVIL HOSPITAL, MORIGAON	District Hospital
15	AMRIT, TOLARAM BAFNA CIVIL HOSPITAL, AMINGAON	District Hospital
16	AMRIT, KANAKLATA CIVIL HOSPITAL, TEZPUR	District Hospital
17	AMRIT, MANGALDAI CIVIL HOSPITAL, DARRANG	District Hospital
18	AMRIT, SIVASAGAR CIVIL HOSPITAL, JOYSAGAR	District Hospital
19	AMRIT, KUSHAL KONWAR CIVIL HOSPITAL, GOLAGHAT	District Hospital
20	AMRIT, CANCER HOSPITAL, GUWAHATI	State Govt. Institute
21	AMRIT, CIVIL HOSPITAL, BARNAGAON, UDALGURI	District Hospital
22	AMRIT PHARMACY, CIVIL HOSPITAL, BARPETA	District Hospital
23	AMRIT PHARMACY, CIVIL HOSPITAL, DHEMAJI	District Hospital
24	AMRIT PHARMACY, CIVIL HOSPITAL, DHUBRI	District Hospital
25	AMRIT PHARMACY, CIVIL HOSPITAL, TINSUKIA	District Hospital
26	AMRIT PHARMACY, CIVIL HOSPITAL, CHIRANG	District Hospital
27	AMRIT PHARMACY, CIVIL HOSPITAL, HAILAKANDI	District Hospital
28	AMRIT PHARMACY, CIVIL HOSPITAL, SILCHAR	District Hospital
29	AMRIT PHARMACY, CIVIL HOSPITAL, MAJULI	District Hospital
30	AMRIT PHARMACY, CIVIL HOSPITAL, HAFLONG	District Hospital
31	AMRIT PHARMACY, DIPHU MEDICAL COLLEGE AND HOSPITAL	Medical College
32	AMRIT PHARMACY, CIVIL HOSPITAL, KARIMGANJ	District Hospital
33	AMRIT PHARMACY, LAKHIMPUR MEDICAL COLLEGE AND HOSPITAL	Medical College
34	AMRIT PHARMACY, - UNIT 1, GMCH GUWAHATI	District Hospital
35	AMRIT PHARMACY, AIIMS GUWAHATI	Medical Hospital
36	AMRIT PHARMACY, NALBARI MEDICAL COLLEGE AND HOSPITAL	Medical College
37	AMRIT PHARMACY, CARDIOTHORACIC MEDICAL COLLEGE AND HOSPITAL	Medical College
38	AMRIT PHARMACY-MCH, KOKRAJHAR	Medical College
39	AMRIT PHARMACY-MCH, ASSAM	Medical College
40	AMRIT PHARMACY MEDICAL COLLEGE HOSPITAL NAGAON, ASSAM	Medical College
41	AMRIT PHARMACY- UNIT 3, GMCH, GUWAHATI	Medical College
42	AMRIT PHARMACY IIT GUWAHATI	Central Govt. Institute
43	AMRIT PHARMACY , MCH, TINUSKIA	Medical College
2.	ANDHRA PRADESH	
44	AIIMS, MANGALAGIRI	AIIMS

S.No	HOSPITAL	Type of Hospital
3. ARUNACHAL PRADESH		
45	AMRIT PHARMACY- TOMO RIBA INSTITUTE OF HEALTH AND MEDICAL SCIENCES	Medical College
4. BIHAR		
46	AMRIT, IGMS PATNA	Central Govt. Institute
47	AIIMS, PATNA	AIIMS
48	AMRIT PHARMACY, PATNA MEDICAL COLLEGE AND HOSPITAL (PMCH), PATNA	Medical College
49	AMRIT PHARMACY, NALANDA MEDICAL COLLEGE AND HOSPITAL (NMCH), PATNA	Medical College
50	AMRIT PHARMACY, DARBHANGA MEDICAL COLLEGE AND HOSPITAL, DARBHANGA	Medical College
51	AMRIT PHARMACY, NEAR TRAUMA CENTER, IPD BLOCK, AIIMS PATNA	AIIMS
52	AMRIT PHARMACY , LNJPB & TC - PATNA	Central Govt. Institute
53	AMRIT PHARMACY , ANMMCH, GAYA	Central Govt. Institute
5. CHANDIGARH		
54	AMRIT, NEHRU HOSPITAL, PGIMER, CHANDIGARH	Central Govt. Institute
55	AMRIT, ADVANCED CARDIAC CENTRE(ACC), CHANDIGARH	Central Govt. Institute
56	AMRIT, GMCH, SECTOR 32	Medical College
57	AMRIT, ADVANCED EYE CENTRE(AEC), CHANDIGARH	Central Govt. Institute
58	AMRIT, OPTICALS, AEC, PGIMER CHANDIGARH	Central Govt. Institute
59	AMRIT, ADVANCED PAEDIATRIC CENTRE, PGIMER, CHANDIGARH	Central Govt. Institute
60	AMRIT, ADVANCED TRAUMA CENTRE, PGIMER, CHANDIGARH	Central Govt. Institute
61	AMRIT, NEW OPD BLOCK, PGIMER, CHANDIGARH	Central Govt. Institute
62	AMRIT, EMERGENCY BLOCK, PGIMER, CHANDIGARH	Central Govt. Institute
6. CHATTISGARH		
63	AMRIT, AIIMS, RAIPUR	AIIMS
64	AMRIT, JNH & RC, SAIL, BHILAI	Central Govt. Institute
65	AMRIT, AIIMS, RAIPUR, AYUSH	AIIMS
66	AMRIT, AIIMS, RAIPUR, TRAUMA & EMERGENCY	AIIMS
67	AMRIT, AIIMS, RAIPUR, UNIT 2	AIIMS
68	AMRIT PHARMACY,AIIMS- RAIPUR	AIIMS
69	AMRIT PHARMACY- SECL GEVRA	Centl Govt. Institute
70	AMRIT PHARMACY – SECL MANENDRAGARH	Central Govt. Institute
71	AMRIT PHARMACY – SECL SOHAGPUR	Central Govt. Institute
72	AMRIT PHARMACY- SECL BILASPUR	Central Govt. Institute
7. HARYANA		
73	AMRIT PHARMACY - MUNICIPAL CORPORATION, GURGAON	State Govt. Institute
74	AMRIT, KALPANA CHAWLA GOVERNMENT MEDICAL COLLEGE, KARNAL, HARYANA	Medical College
75	AMRIT PHARMACY - PANDIT BHAGWAT DAYAL SHARMA POST GRADUATE INSTITUTION OF MEDICAL SCIENCES (PGIMS), ROHTAK, HARYANA	Medical College
76	AMRIT PHARMACY - SHAHEED HASAN KHAN MEWATI GOVERNMENT MEDICAL COLLEGE (SHKM), NALHAR, MEWAT	Medical College
77	AMRIT PHARMACY - BHAGAT PHOOL SINGH GOVERNMENT MEDICAL COLLEGE, SONEPAT, HARYANA	Medical College
78	AMRIT PHARMACY - 2, PGIMS, ROHTAK	Medical College
79	AMRIT PHARMACY, NATIONAL CANCER INSTITUTE (NCI), JHAJJAR	AIIMS
8. HIMACHAL PRADESH		
80	AMRIT, RCC, IGMC, SHIMLA	Central Govt. Institute
81	AMRIT, DR. RAJENDRA PRASAD GOVERNMENT MEDICAL COLLEGE KANGRA, TANDA, KANGRA	Medical College
82	AMRIT PHARMACY - NAHAN, SIRMOUR	Medical College

S.No	HOSPITAL	Type of Hospital
83	AMRIT, AIIMS, BILASPUR	AIIMS
84	AMRIT, PHARMACY, OPD AIIMS BILASPUR	AIIMS
9. JAMMU		
85	AMRIT PHARMACY, GOVERNMENT DENTAL COLLEGE HOSPITAL, JAMMU	State Govt. Institute
86	AMRIT PHARMACY, SUPER SPECIALITY HOSPITAL, JAMMU	Medical College
87	AMRIT PHARMACY, SMGS HOSPITAL, JAMMU	Medical College
88	AMRIT PHARMACY, GOVERNMENT MEDICAL COLLEGE AND HOSPITAL, JAMMU	Medical College
89	AMRIT PHARMACY, GOVERNMENT MEDICAL COLLEGE, DODA	Medical College
90	AMRIT PHARMACY, GOVERNMENT MEDICAL COLLEGE, RAJOURI	Medical College
91	AMRIT PHARMACY, GOVERNMENT MEDICAL COLLEGE, KATHUA	Medical College
92	AMRIT PHARMACY, GOVERNMENT MEDICAL HOSPITAL, GANDHINAGAR, JAMMU	Medical College
93	AMRIT PHARMACY, CHEST DISEASE HOSPITAL, JAMMU	Medical College
94	AMRIT PHARMACY, PDH, JAMMU	Medical College
95	AMRIT PHARMACY, STATE CANCER INSTITUTE, BESIDES SUPER SPECIALITY HOSPITAL, RESHAMGHAR BAKSHINAGAR, JAMMU -180001	Medical College
96	AMRIT PHARMACY, SMHS JAMMU, UNIT 2	Medical College
97	AMRIT PHARMACY, CHILDREN HOSP, SRINAGAR	Medical college
98	AMRIT PHARMACY, AIIMS JAMMU	AIIMS
10. JHARKHAND		
99	AMRIT, AIIMS, DEOGARH, JHARKHAND	AIIMS
100	AMRIT, RIMS, RANCHI, JHARKHAND	Medical College
101	AMRIT PHARMACY, SADAR HOSPITAL(DH), RANCHI	State Govt Institute
102	AMRIT PHARMACY AIIMS DEOGARH UNIT 2, JHARKHAND	AIIMS
103	AMRIT PHARMACY ,BGH BOKARO	Medical College
104	AMRIT PHARMACY ,CCL, GANDHINAGAR,RANCHI	Central Govt. Institute
11. KARNATAKA		
105	AMRIT, NATIONAL INSTITUTE OF MENTAL HEALTH AND NEUROSCIENCES, BANGALORE	Central Govt. Institute
106	AMRIT, KIDWAI MEMORIAL INSTITUTE OF ONCOLOGY, BANGALORE	State Govt. Institute
12. KASHMIR		
107	AMRIT PHARMACY, BONE AND JOINT HOSPITAL, SRINAGAR	Medical College
108	AMRIT PHARMACY, SUPER SPECIALITY CANCER HOSPITAL, SRINAGAR	Medical College
109	AMRIT PHARMACY, SHER - I - KASHMIR INSTITUTE OF MEDICAL SCIENCES (SKIMS), SORA OPD BLOCK, SRINAGAR	State Govt. Institute
110	AMRIT PHARMACY, SHER - I - KASHMIR INSTITUTE OF MEDICAL SCIENCES (SKIMS), SORA EMERGENCY BLOCK, SRINAGAR	State Govt. Institute
111	AMRIT PHARMACY, SRI MAHARAJA HARI SINGH (SMHS) HOSPITAL, SRINAGAR	State Govt. Institute
112	AMRIT PHARMACY, GOVERNMENT MEDICAL COLLEGE, ANANTNAG, SRINAGAR	Medical College
113	AMRIT PHARMACY, GOVERNMENT MEDICAL COLLEGE, BARMULLA	Medical College
114	AMRIT PHARMACY - SRI MAHARAJA HARI SINGH (SMHS) OPD, UNIT 2 SRINAGAR	State Govt. Institute
13. KERALA		

S.No	HOSPITAL	Type of Hospital
115	AMRIT, AKKULAM, THIRUVANANTHAPURAM	Stand alone
116	AMRIT, DISTRICT HOSPITAL, PEROORKADA	District Hospital
117	Government Medical College , Manathavadi	Medical College
14. MADHYA PRADESH		
118	AMRIT, AIIMS, BHOPAL	AIIMS
119	AMRIT, MGM MEDICAL COLLEGE AND HOSPITAL, M.Y, INDORE	Medical College
120	AMRIT, HAMEDIA HOSPITAL, GANDHI MEDICAL COLLEGE, BHOPAL	Medical College
121	AMRIT, NETAJI SUBHASH CHANDA BOSE MEDICAL COLLEGE, JABALPUR	Medical College
122	AMRIT, SHYAM SHAH MEDICAL COLLEGE, REWA	Medical College
123	AMRIT, BUNDELKHAND MEDICAL COLLEGE, SAGAR	Medical College
124	AMRIT, MEDICAL COLLEGE, GWALIOR	Medical College
125	AMRIT, SHRIMANT RAJMATA VIJAYARAJE SCINDIA MEDICAL COLLEGE & HOSPITAL, GMC, SHIVPURI	State Govt. Institute
126	BIRSHA MUNDA MEDICAL COLLEGE , SHAHDOL	Medical College
127	AMRIT PHARMACY, AIIMS, BHOPAL, UNIT 2	AIIMS
128	AMRIT DEENDAYAL MEDICAL, GOVERNMENT MEDICAL COLLEGE, RATLAM	Medical College
129	AMRIT PHARMACY, AIIMS, OPD, BHOPAL	AIIMS
130	AMRIT PHARMACY, GMC VIDISHA	Medical College
131	AMRIT PHARMACY, AIIMS, BHOPAL, ONCOLOGY	AIIMS
132	AMRIT AIIMS – AYUSH BHOPAL	AIIMS
15. MAHARASHTRA		
133	AMRIT, ESIS WORLI	Central Govt. Institute
134	AMRIT, ESIS MULUND	Central Govt. Institute
135	AMRIT, ESIS NAGPUR	Central Govt. Institute
136	AMRIT, CHANDRAPUR MEDICAL COLLEGE	Medical College
137	AMRIT, VASANTRAO NAIK MEDICAL COLLEGE, YAVATMAL	Medical College
138	AMRIT, INDIRA GANDHI MEDICAL COLLEGE, NAGPUR	Medical College
139	AMRIT, SUPER SPECIALITY HOSPITAL, NAGPUR	Medical College
140	AMRIT PHARMACY, AIIMS, OUTPATIENT DEPARTMENT, NAGPUR, UNIT 1	AIIMS
141	AMRIT PHARMACY, AIIMS, INPATIENT DEPARTMENT, NAGPUR, UNIT 2	AIIMS
142	AMRIT PHARMACY, MBPTA HOSPITAL	Central Govt. Institute
16. MANIPUR		
143	AMRIT, RIMS, IMPHAL	Central Govt. Institute
17. MEGHALAYA		
144	AMRIT, NEIGRIMS, SHILLONG	Central Govt. Institute
145	AMRIT, CIVIL HOSPITAL, SHILLONG	State Govt. Institute
18. NEW DELHI		
146	AMRIT, AIIMS, NEW DELHI	AIIMS
147	AMRIT, RML, NEW DELHI	Central Govt. Institute
148	AMRIT, LHMC, NEW DELHI	Central Govt. Institute
149	AMRIT, SAFDARJUNG HOSPITAL	Central Govt. Institute
150	AMRIT, CHARAK PALIKA HOSPITAL	State Govt. Institute
151	AMRIT PHARMACY, CENTRE OF DENTAL EDUCATION AND RESEARCH (CDER), AIIMS, NEW DELHI	AIIMS

S.No	HOSPITAL	Type of Hospital
152	AMRIT PHARMACY, NEW RAK OPD , AIIMS	AIIMS
153	AMRIT PHARMACY CT CENTRE AIIMS	AIIMS
154	AMRIT PHARMACY TRAUMA CENTRE NEW DELHI AIIMS	AIIMS

19. ODISHA		
155	AMRIT, AIIMS, BHUBANESHWAR	AIIMS
156	AMRIT, ISPAT GENERAL HOSPITAL(IGH), ROURKELA	Central Govt. Institute
157	AMRIT PHARMACY BHUBANESH (UNIT-2) AIIMS	AIIMS
20. PUDUCHERRY		
158	AMRIT, JIPMER, PUDUCHERRY	Central Govt. Institute
21. PUNJAB		
159	AMRIT SANGROOR, PGI OUTREACH OPD	Central Govt. Institute
160	AMRIT, GURU GOBIND MEDICAL COLLEGE HOSPITAL, FARIDKOT, PUNJAB	Medical College
161	AMRIT, CANCER CARE HOSPITAL, BHATINDA, PUNJAB	State Govt. Institute
162	AMRIT, CANTONMENT GENERAL HOSPITAL, FEROZPUR, PUNJAB	State Govt. Institute
163	AMRIT, AIIMS, BHATINDA	AIIMS
164	AMRIT PHARMACY- IPD BLOCK, AIIMS, BATHINDA	AIIMS
165	AMRIT PHARMACY - CARDIAC, AIIMS BATHINDA	AIIMS
166	AMRIT PHARMACY- IIT ROPAR	Central Govt. Institute
167	AIIMS ,BATHINA 4	AIIMS
22. RAJASTHAN		
168	AMRIT, AIIMS, JODHPUR	AIIMS
23. TAMIL NADU		
169	AMRIT, NEYVELI LIGNITE CORPORATION, NEYVELI	Central Govt. Institute
170	AMRIT, VOCPA HOSPITAL ,TUTICORIN	Central Govt. Institute
24. TELANGANA		
171	AMRIT , AREA HOSPITAL, GOLCONDA, HYDERABAD	State Govt. Institute
172	AMRIT , DISTRICT HOSPITAL, KING KOTI, HYDERABAD	District Hospital
173	AMRIT , MODERN MATERNITY HOSPITAL, PETLABURJ, HYDERABAD	State Govt. Institute
174	AMRIT , AREA HOSPITAL, NAMPALLY, HYDERABAD	State Govt. Institute
175	AMRIT , GOVERNMENT DISTRICT HOSPITAL, SANGA REDDY	District Hospital
176	AMRIT , M G M HOSPITAL, WARANGAL	Medical College
177	AMRIT , DISTRICT HOSPITAL, KHAMMAM	District Hospital
178	AMRIT , AREA HOSPITAL, BHONGIRI	State Govt. Institute
179	AMRIT , M.N AREA HOSPITAL, MALAKPET, HYDERABAD	State Govt. Institute
180	AMRIT , GOVERNMENT GENERAL HOSPITAL, SIDDIPET	State Govt. Institute
181	AMRIT , DISTRICT HOSPITAL, NALGONDA	District Hospital
182	AMRIT , GOVERNMENT GENERAL HOSPITAL, SURYAPET	State Govt. Institute
183	AMRIT , OSMANIA GENERAL HOSPITAL, HYDERABAD	State Govt. Institute
184	AMRIT , NILOUFER HOSPITAL, HYDERABAD	State Govt. Institute
185	AMRIT PHARMACY -1, GOVERNMENT GENERAL HOSPITAL, NIZAMABAD	State Govt. Institute
186	AMRIT PHARMACY -2, GOVERNMENT GENERAL HOSPITAL, NIZAMABAD	State Govt. Institute
187	AMRIT, AIIMS, BIBINAGAR	AIIMS
25. TRIPURA		
188	AMRIT, RCC AGARTALA	Central Govt. Institute
26. UTTAR PRADESH		
189	AMRIT, BHU, VARANASI	Central Govt. Institute
190	AMRIT, KING GEORGE MEDICAL UNIVERSITY, OLD OPD, LUCKNOW	Medical College
191	AMRIT, SHATABDI PHASE- I KING GEORGE MEDICAL UNIVERSITY, LUCKNOW	Medical College
192	AMRIT, ORTHO BLOCK, KGMU, LUCKNOW	Medical College
193	AMRIT, NEW OPD BLOCK, KGMU, LUCKNOW	Medical College
194	AMRIT, QUEEN MARY, KGMU, LUCKNOW	Medical College
195	AMRIT, BRD MEDICAL COLLEGE, GORAKHPUR	Medical College
196	AMRIT, SWAROOP RANI, HOSPITAL, MLN, ALLAHABAD	Medical College

197	AMRIT, GSVM, LLR HOSPITAL, KANPUR	Medical College
198	AMRIT, MAHARANI LAXMI BAI MEDICAL COLLEGE, JHANSI	Medical College
199	AMRIT, LPS INSTITUTE OF CARDIOLOGY(IOC),GSVM MEDICAL COLLEGE,KANPUR	Medical College
200	AMRIT, LLRM MEDICAL COLLEGE, MEERUT	Medical College
201	AMRIT, AIIMS, RAEBARELI	AIIMS
202	AMRIT, SUPER SPECIALITY CANCER INSTITUTE & HOSPITAL, LUCKNOW	State Govt. Institute
203	AMRIT, GOVERNMENT INSTITUTE OF MEDICAL SCIENCES (GIMS), GREATER NOIDA	State Govt. Institute
204	AMRIT, TRAUMA & SUPER SPECIALITY HOSPITAL, BHU, VARANASI	Central Govt. Institute
205	AMRIT, SAROJINI NAIDU MEDICAL COLLEGE, AGRA	Medical College
206	AMRIT, POST GRADUATE INSTITUTE OF CHILD HEALTH(PGICH), NOIDA	State Govt. Institute
207	AMRIT, AIIMS, GORAKHPUR	AIIMS
208	AMRIT PHARMACY, AIIMS RAEBARELI, UNIT 2	AIIMS
209	AMRIT PHARMACY, KGMU, OPP. CMS OFFICE	Medical College
210	AMRIT PHARMACY, SNMC AGRA, UNIT2	Medical college
211	AMRIT PHARMACY, MRAMC AMBEDKAR NAGAR	Medical college
212	AMRIT PHARMACY , BHU -2,VARANASI	Medical college
213	AMRIT PHARMACY, AUTONOMOUS STATE MEDICAL COLLEGE BAHRAICH	Medical college
27. UTTARKHAND		
214	AMRIT, AIIMS, RISHIKESH	AIIMS
215	AMRIT, THDC, RISHIKESH	Central Govt. Institute
216	AMRIT, JAWAHAR LAL NEHRU DISTRICT HOSPITAL, RUDRAPUR	District Hospital
217	AMRIT, AIIMS, RISHIKESH UNIT 2	AIIMS
28. WEST BENGAL		
218	AMRIT, CHITTARANJAN NATIONAL CANCER INSTITUTE, KOLKATTA	Central Govt. Institute
219	AMRIT PHARMACY, AIIMS, KALYANI	AIIMS
220	AMRIT PHARMACY, AIIMS, KALYANI UNIT 2	AIIMS
221	AMRIT PHARMACY, CENTRAL RAILWAY HOSPITAL, KOLKATA	Central Govt.Institute
29. GUJARAT		
222	AMRIT AIIMS RAJKOT	AIIMS