

HLL/CHO/SHI/2026-27/01

24.09.2026

NOTICE INVITING

EXPRESSION OF INTEREST FOR THE EMPANELMENT OF

NGOs/Start-ups/Civil Society Organisations as Partner
Organisation

FOR
Social Health Initiatives

HLL LIFECARE LIMITED
HLL BHAVAN,
POOJAPPURA, THIRUVANANTHAPURAM, KERALAM, INDIA
Tel: 0471 2775500, 0471 2354949 (EXTN – 505)

CIN: U25193KL1966GOI002621

www.lifecarehll.com

INVITATION FOR EXPRESSION OF INTEREST

**Social Health Initiatives
HLL Lifecare Limited**

HLL/CHO/SHI/2026-27/01

24.09.2026

1. HLL Lifecare Limited (HLL), a Government of India Enterprise under the Ministry of Health and Family Welfare, manufactures and markets a wide portfolio of healthcare, pharmaceutical, contraceptive, nutrition and hygiene products.
2. The Social Health Initiative (SHI) Division of the Company is mandated to carry health, nutrition, women personal hygiene related products to the last mile at affordable cost through community-level women entrepreneurship programmes, with a particular focus on rural and semi-urban populations.
3. HLL's Social Health Initiatives Division invites sealed applications from eligible NGOs/ Social Startups and Other Civil Society Organisations for the engagement as partner organisations of the Social Health Initiatives (SHI) division for developing entrepreneur's networks in health sector with special focus on women.

Important Dates

Sl. No.	Description	Schedule
i.	Dates of Publishing EOI	24.09.2026
ii.	Last Date for Submission of EOI	07.10.2026
iii.	Eoi Opening Date	08.10.2026

- A. Interested applicants may obtain further information about this Eoi from the above office
 - B. Applicant may download the Eoi documents from the HLL website www.lifecarehll.com
4. This is an e-tender in which EOIs are invited online and it is mandatory to submit the Eoi online at the CPP Portal <https://etenders.gov.in/e procure/app> by the specified date and time. Eois submitted in any other mode shall not be accepted on or before the closing date and time indicated in the Para 3 above, failing which the Eoi's will be treated as late and rejected.
 5. In the event of any of the dates mentioned above being declared as a holiday / closed day for the purchasing organisation, the tenders will be sold/received/opened on the next working day at the appointed time.

6. The EOI documents are not transferable.
7. The applicants are requested to regularly check the website of HLL, since any further amendments will be published only on the website.
8. Last date for seeking clarification. If any, shall be 7(Seven) days prior to the schedule date of opening. Please send the clarifications to shi.lifecarehll@gmail.com

s/d

Vice President Marketing
HLL Lifecare Limited
(A Govt. of India Enterprises)
Social Health Initiatives Division
HLL Bhavan, Poojappura,
Thiruvananthapuram,
Kerala, India, Pin 695012

GENERAL INSTRUCTIONS TO BIDDERS

1. This EOI is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>
2. EOI documents can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-tender shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
3. The EOI and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
4. The tendering process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidder(s) 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. Bidder(s) should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding, DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and shall be rejected.
7. Bidder(s) 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, bidder(s) may contact the help desk numbers & email ids mentioned at the e-tender portal.
8. Bidder(s) 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. Conditional offers are liable for rejection.
9. The Aggregator to indemnify the HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
10. While the Expression of Interest has been prepared in good faith, the Buyer does not make any commitment or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statement or omission herein, or the accuracy, completeness or reliability of information contained herein, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this request, even if any loss or damage is caused by any act or omission on its part.
11. Bidders are requested to keep the information and details strictly confidential. We are looking for your support and co-operation in getting fully responsive Expression of interest.
12. The Buyer shall not be responsible for any expense incurred by Parties in

connection with the preparation and delivery of their EOI and other expenses.

13. HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
14. The process of inviting EOI is for ascertaining various options available to HLL. After evaluation / examination of the offers, HLL may at its sole discretion decide further course of action.
15. HLL reserves the right to deal with the proposal in any manner without assigning any reasons for the same. The decision of the HLL in this regard shall be final.
16. Any false submissions/falsification of details and enclosures will lead to disqualification of the interested bidder(s).
17. Any disagreement regarding the scope of work after opening of bids will lead to disqualification of the bidder(s).
18. The bidder(s) 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 Bidder(s) in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

18.1 Registration

- a) Bidder(s) are required to register in the Government e-procurement portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link "Online Bidder(s) Enrolment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the Bidder(s) will be required to choose a unique user name and assign a password for their accounts.
- c) Bidder(s) is 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 Bidder(s) are required to have Class II or above digital signature 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 Bidder(s) 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(s) then logs in to the site through the secured log-in by entering their userID /password and the password of the DSC / e-Token.
- g) The Bidder(s) 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 Bidder(s), 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 Bidder(s) 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(s). Please note that the Bidder(s) are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- j) Ineligible Bidder(s) or Bidder(s) who do not possess valid & active registration on the date of bid submission, are strictly advised to refrain themselves from participating in this tender.

18.2 Searching for Tender Documents

- a) There are various search options built in the CPP Portal, to facilitate Bidder(s) 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 Bidder(s) may combine a number of search parameters such as Organization
- b) Once the Bidder(s) has 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 Bidder(s) through SMS/ e-mail in case there is any corrigendum issued to the tender document.
- c) The Bidder(s) 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

18.3 Preparation of Bid

- a) Bidder(s) 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(s), in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF / JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Bidder(s). Bidder(s) 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 Bidder(s) to ease the uploading process. If Bidder(s) has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

19. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
20. Bidder(s) is 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.
21. 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 Bidder(s) are requested to prefix +91 as country code

E-Mail Support: For any Issues or Clarifications relating to the published tenders, Bidder(s) are requested to contact the respective Tender Inviting Authority

Technical - support-eproc@nic.in, Policy Related - cphp-doe@nic.in

22. Bidder(s) is requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.
23. 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 (Marketing)
HLL Lifecare Ltd.
HLL Bhavan, Poojappura,
Thiruvananthapuram - 695012,
Kerala, India
Tel: 0471 2775500, 0471 2358151 (EXTN – 505)
Email shi.lifecarehll@gmail.com

24. The bids shall be opened online at the **Office of the Vice President (Marketing)** in the presence of the Bidder(s)/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.
25. More details can be had from the **Vice President (Marketing)** 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(s) during the e-procurement process.

26. A firm/Bidder(s) shall submit only one bid in the same bidding process. A Bidder(s) (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 bids in which the Bidder(s) has participated to be disqualified.

27. Online EOI Process:

The EOI process shall consist of the following stages:

- i. Downloading of EOI document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
 - ii. 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.
 - iii. **Bid submission:** Bidder(s) need to submit their bids along with supporting documents to support their eligibility, as required in this EOI document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
 - iv. **Opening of Technical Bid and Bidder(s) short-listing:** The technical bids will be opened, evaluated 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. All the Bidder(s) who meet the technical evaluation criteria will be selected. After Selection, as and when requirement arises, HLL will call for rates / quotes from the successful selected vendors
28. HLL Life care 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 Bidder(s).
29. HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the tender and Bidder(s) shall be bound to perform the same at his quoted rates.
30. In case, it is found during the evaluation or at any time before placing of PO or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder(s) or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal, action shall be taken by HLL Lifecare as deemed fit.
31. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
32. The technical bids should be uploaded as per the requirements of EOI and should not contain price information otherwise the bid will be rejected.
33. HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the Bidder(s) and to carry out the capability assessment of the Bidder(s) and the HLL Lifecare Limited's decision shall be final in this regard.

34. HLL Lifecare Limited Ltd. reserves the right to amend or withdraw any of the terms and conditions contained in the EOI document including scope of work or reject any or all EOIs without giving any notice or assigning any reasons.

35. Submission

Process:

For submission of bids, all interested Bidder(s) have to register online as explained above in this document. After registration, Bidder(s) shall submit their Technical bid 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 (Marketing)

**INVITATION OF EXPRESSION OF INTEREST FOR
THE EMPANELMENT OF NGOS/START-UPS/CIVIL SOCIETY ORGANISATIONS AS
PARTNER ORGANISATION
FOR
SOCIAL HEALTH INITIATIVES**

A. Brief about HLL:

HLL Lifecare Limited(HLL), a Central PSE under the Ministry of Health and Family Welfare, Government of India, has over six decades of experience in delivering quality health care products and services across the country. Women's health care remains one of our core strategic verticals, through which we support maternal health, menstrual hygiene management, and access to quality, affordable women health care solutions across the country.

HLL's large marketing network has been delighting its customers over the last six decades. HLL is also one of the leading social marketing organisations in the country in the area of contraceptives, with a market share of over 70% in the rural and semi-urban markets. On the global front, HLL brands today reach many countries.

With six decades of dedicated efforts in brand building and market development, HLL has developed a sound marketing infrastructure and introduced an extensive range of its contraceptive, hospital and healthcare products in the domestic and global markets.

B. About Social Health Initiatives Division (SHI)

HLL has recently launched a new vertical – Social Health Initiatives (SHI) – with the objective of establishing grassroots-level micro health enterprises in collaboration with NGOs, Self Help Groups (SHGs), Community-Based Organisations (CBOs), social startups and other relevant partners.

Through a dedicated online entrepreneurship platform managed by HLL, individuals from the identified target groups who wish to start a health-focused micro-enterprise will have an opportunity to register, get onboarded and undertake entrepreneurial activities with appropriate training, product access, digital support and handholding.

The initiative will primarily focus on individuals who do not have a stable source of income, particularly:

1. Women, especially those without regular income or employment;
2. Persons with disabilities, seeking flexible income-generation opportunities;
3. Students, seeking flexible part-time entrepreneurship opportunities alongside their studies.
4. Senior citizens seeking flexible income-generation opportunities;

Objective:

To build a strong and sustainable network of community-based micro-entrepreneurs in the health sector, with a special focus on creating livelihood and income-generation opportunities for women, youth, physically challenges, and senior citizens, while addressing unmet and underserved health needs at the grassroots level.

Specific Objectives

- (a) **Inclusive Health Entrepreneurship for Sustainable Livelihoods:** To create flexible, low-barrier and hassle-free livelihood opportunities in the health sector for individuals without a stable source of income, particularly women, senior citizens, physically challenges, and students, enabling them to earn additional income through community-based health enterprise activities.
- (b) **Nutrition and Sanitation:** Improve last mile access to affordable nutrition, women personal hygiene products, helping address the malnutrition, and women personal hygiene needs.
- (c) **Health Care Services:** To enable women to become health service providers who address unmet and underserved healthcare needs in the health sector while creating sustainable livelihood opportunities.
- (d) **Environment Sustainability:** Promote environment friendly menstrual hygiene solutions
- (e) **Emergency Health Work Force:** Leverage entrepreneur networks as a ready field work force mobilise for any health related activities.

C. SCOPE OF WORK:

The scope/Roles and Responsibilities of partner Organisations are as follows.

(a) Mobilisation and Onboarding of Entrepreneurs

- Identify, mobilise and onboard women, youth, senior citizens, and physically challenges people who are interested in establishing micro-enterprises in the health, hygiene and nutrition sector with the support of local NGOs, Civil Society Organisations (CSOs), Community-Based Organisations (CBOs).
- Conduct community-level mobilisation and orientation on proposed entrepreneurship model.

(b) Project Monitoring

- Monitor monthly earnings and net income of each entrepreneur to assess the actual livelihood benefit generated through the initiative and provide necessary handholding to enhance their income level.
- Monitor customer acquisition and retention, including the number of new and repeat customers served by each entrepreneur.
- Track entrepreneur-wise performance on a monthly basis, including sales, orders, customer reach, product mix and active working days.
- Identify low-performing entrepreneurs and provide targeted mentoring and corrective support.

(c) Entrepreneurship Training and Capacity Building

- Facilitate entrepreneurship and product training programmes for selected women entrepreneurs.

- Coordinate training, and participation as resource persons.
- Ensure that entrepreneurs are adequately oriented on product knowledge, sales, customer engagement, order management and basic business practices.

(d) Continuous Mentoring and Handholding support

- Provide continuous mentoring, handholding and guidance to district and sub district level partners throughout the programme period.
- Conduct periodic field visits and review interactions to assess progress, identify gaps and provide timely corrective support.

D. ELIGIBILITY CRITERIA

Sl.No	Conditions	Documents to be Submitted
1	The Bidder should be a registered organisation registered under Indian Trust Acts or any State Society Registration Act or any State Cooperative Societies or Multi-State Co-operative Acts, or Companies Act or Startup India registered firms.	i) Self-Attested copy of Certificate of Incorporation / Registration, ii) Copy of PAN Card iii) Copy of GST Registration Certificate iv) copy of startup India registration certificate
2	Minimum of 3 years of experience in community development, skill training, health promotion, women empowerment, livelihood activities.	i) Three years' annual report. ii) Documents supporting the implemented projects (Minimum three MoUs/Agreements/Performance certificate issued by the client.
3	Financial Turn over	Documentary proof establishing that the average annual turnover of the bidder in the last three years (2023-24, 2024-25 & 2025-26) is not less than ₹ 2.00 Cr, certified by a Chartered Accountant.
4	Number of women volunteers in their networks/ NGOs connections	Documentary proof establishing that minimum 5000 women having direct connect with the organization or through consortium of NGOs.
5	Reach	Presence in number of districts or states

*Note: **Relaxation for Start-ups:** Start-ups recognised by the DPIIT / MSE too as per MSED Act. may be exempted from the prescribed minimum experience and/or annual turnover criteria, subject to fulfilment of all other eligibility conditions specified in this EoI and submission of valid DPIIT recognition and supporting documents. HLL reserves the right to assess the technical and financial capability of such start-ups based on the nature and requirements of the proposed engagement.*

For MSME-registered bidders, proof of registration in the line of work and monetary limit shall be attached.

E. CONFLICT OF INTEREST

The selected Organisations shall not engage in activities that are in conflict with interest of the client (HLL LIFECARE LIMITED) under the assignment and they would

not engage in any contract that would be in conflict of interest with their current obligations.

F. DOCUMENTS REQUIRED

- Copies of the Self-Attested copy of Certificate of Incorporation / Registration, Copy of PAN Card, and Copy of GST Registration Certificate (if any), Startup registration (if any).
- Documents supporting the implemented projects (Minimum three MoUs/Agreements/Performance certificate issued by the client.) for proving the experience.
- Documentary proof establishing that the average annual turnover of the bidder in the last three years (2023-24, 2024-25 & 2025-26) is not less than Rs. 05 Cr, certified by a Chartered Accountant.
- Documentary proof establishing that minimum 5000 women having direct connect with the organization or through consortium of NGOs.
- CVs of key team members;
- Three years' annual report.
- Signed copy EoI document (all pages)
- Duly filled, signed and sealed all Annexures

The EOI shall contain inter alia the following:

1. Duly filled-in application.
2. Documentary evidence in respect of the eligibility criteria as mentioned in the **section 'F'** of the EoI document.
3. The following certificates may be furnished in organisation's letter head:

"We certify that there has been no conviction by a court of law or indictment / adverse order by a regulatory authority for any offence against us. It is further certified that there is no investigation pending against us or the CEO / Directors / Managers of our concerned.

It is certified that there is no conflict of interest exist as on date and in future if such a conflict of interest arises we will intimate HLL LIFECARE LIMITED of the same.

4. Please submit a two-page write-up outlining your plan for executing the project and your strengths in implementing this initiative in your area of operation. The report should clearly specify the selected states where you intend to work. Specify the number of entrepreneurs proposed to onboard in the next one-year period in proposed entrepreneurship programme.

G. MODE OF SUBMISSION OF EOI:

The EOI document, containing the information as required in the previous paragraphs and in the Annexure, shall be submitted through online at the CPP Portal

<https://etenders.gov.in/eprocure/app> by the specified date and time. Eols submitted in any other mode shall not be accepted.

The application received late shall not be considered.

The EOI document may be downloaded from the HLL's website. www.lifecarehll.com.

H. Evaluation Criteria:

The bidders' will be evaluated as per the following parameters. Eligible Eols shall be evaluated by a Technical Evaluation Committee for a maximum Technical Score (T) of 100 marks. Bidders scoring less than the minimum qualifying score of 70 marks shall be technically disqualified shall not be considered for further process.

Sl. No.	Evaluation Criteria	Marks
1	Firm Credentials and Financial / Quality Strength	10
2	Relevant Experience in community development, skill training, health promotion, women empowerment, livelihood activities.	10
3	Proposed Number of Target beneficiary onboarding	60
4	Quality and feasibility of the proposed 2-page project execution plan.	10
5	Reach	10
Start-up eligibility/exemption, where applicable, based on relevant capability and potential to deliver the programme despite limited years of experience and financial turnover.		

Detailed Evaluation Metrix

Sl. No.	Evaluation Parameter	Criteria/Scoring Band	Max Marks	Supporting Docs
1	The participant should have an Average Annual Financial Turnover of Rs.2.00Cr	Minimum ₹2.00 Cr - 7 Marks ₹ above 2.00 Cr – 10 Marks	10	Documentary proof establishing that the average annual turnover of the bidder in the last three years (2023-24, 2024-25 & 2025-26) certified by a Chartered Accountant.
2	Minimum of 3 years of experience in community development, skill training, health promotion, women empowerment, livelihood activities.	3 projects - 5 Marks Above 3 projects - 10 Marks	10	Documents supporting the implemented projects (Minimum three MoUs/Agreements/Performance certificate issued by the client)
3	Proposed Number of Target beneficiary onboarding	Proposed Number of Target beneficiary up to 5000 - 40 Marks Proposed Number of Target beneficiary 5001 - 10,000 - 50 Marks	60	Documentary proof establishing that number of women having direct connect with the organization or through consortium of NGOs.

Sl. No.	Evaluation Parameter	Criteria/Scoring Band	Max Marks	Supporting Docs
		Proposed Number of Target beneficiary 10,001 – 25,000 60 Marks		
4	Quality and feasibility of the proposed 2-page project execution plan.	Technical Evaluation	10	Two page document
5	Reach	State level presence one state – 5 Marks More than 2 states – 10 Marks	10	Documentary proof stating the presence in terms of project implementation or partnerships proving association with multiple NGOs

- (a) The party that fulfils the eligibility criteria may be called for detailed presentation within 30 days of the application received. If the applicant does not get any information from office within 45 days of the submission of the application, it should be presumed that the application is rejected due to non-fulfillment of selection criteria.
- (b) Allotment Order will be issued to the selected Applicant with a request to execute an Agreement between Applicant and HLL, before execution of the Agreement.
- (c) The NGOs/ Organisation has to start the work within 30 days of allotment failing which the appointment shall stand cancelled by HLL on 7 days' notice to the allottee.

I. STANDARD OF PERFORMANCE:

The Partner shall perform the Services and carry out the obligations with all due diligence, efficiency and economy in accordance with generally accepted professional standards and practices and shall observe sound management practices. The Partner shall always act, in respect of any matter relating to this contract or to the services, as faithful adviser to HLL LIFECARE LIMITED and shall at all-time support and safeguard its legitimate interests in any dealings with the third parties.

J. CONFIDENTIALITY:

Except as provided in this Agreement the Partner Organisation must not disclose, divulge or make public or shall personally use for his gain any of the materials, processes, accounts, transactions dealings, and information etc. without the prior written consent of HLL LIFECARE LIMITED.

K. TERMINATION:

HLL LIFECARE LIMITED has the right to terminate the Agreement at any time on giving notice of one month to the Partner Organisation without assigning any reason as well as in circumstances where the Partner Organisation commits a material breach of agreement or becomes bankrupt. Termination of this agreement for whatever reason

shall not affect the obligation/ liabilities of the Partner Organisation accrued hereunder in respect of matters at the time of the agreement.

L. APPLICABLE LAW:

This agreement is governed by and interpreted in accordance with the laws of India for the time being in force.

M. FAIRNESS AND GOOD FAITH:

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measure to ensure the realisation of the objectives of this Contract.

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration.

N. JURISDICTION

All the competent courts at Thiruvananthapuram shall have exclusive jurisdiction to consider matters/ disputes pertaining to this EOI.

O. RESTRICTIONS UNDER RULE 144 (XI) OF GFR 2017 FOR BIDDER(S) FROM COUNTRY SHARING LAND BORDER WITH INDIA.

Any Bidder(s) from a country which shares a land border with India will be eligible to bid in this tender only if the Bidder(s) is registered with Competent Authority, as per order no F.No.6/18/2019-PPD dated 23-July-2020 (Rule 144 (xi) of GFR) inclusive of the latest amendments issued by Ministry of Finance, GOI at Appendix of this bidding document. The Bidder(s) must comply with all provisions mentioned in this order. A self-declaration (as per format provided in Annexure 08) with respect to this order must be submitted.

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

Statutory exemptions as per relevant guidelines shall be applicable for MSE Bidder(s). Preferences for Make in India products / services shall be applicable in line with Government Order No.P-45021/12/2017PP (BE-II), 2017 (published by Department for Promotion of Industry and Internal Trade) inclusive of the latest amendments. Self-declaration to be submitted to claim MAKE IN INDIA preference as per Annexure 09.

Annexure 1

Format 1

APPLICATION FORM FOR PARTNER ORGANISATIONS UNDER SHI

Sub: Application of the Empanelment of Partner Organisations under Social Health Initiatives of HLL Lifecare Ltd.

Ref EOI No.: _____

1. Organization Profile

Name of Organisation	
Year of Establishment	
Registered Office Address with PIN Code:	
Address for Communication	
Phone(Land Line)	
Mobile Number	
Email	
Website (if any)	
Is your organization registered under the Societies Registration Act/Trust Act/Section 8 Company? Please provide registration details.	
Is your organization registered under NITI Aayog DARPAN?	
Is your organization registered under Startup India?, Please provide registration details	
PAN Number	
GST Number	
Have you worked with Central/State Government departments, CSR foundations, or Public Sector Undertakings? Please specify the organisations.	

2. Details About the Programme Implementation

- a. How many active volunteers and SHG members are currently associated with your organization? Yes/No, If Yes, Number of members' state wise.
- b. How many active NGOs currently working with your organisation? If yes Number of NGOs state wise.

- c. What is the maximum number of women entrepreneurs your organization can mobilize within six months?
- d. Please indicate the state/ states where your organization would like to implement this programme.
- e. Are you willing to serve as a Lead Organisation and coordinate the implementation of this programme by mobilizing and supporting other partner NGOs in your preferred states(s)?

If Yes, please provide the following details:

States	Preferred District(s)	Number of Partner NGOs You Can Mobilize(if applicable)	Estimated Total Volunteers/SHG Members Through the Network

- f. Documents Enclosed (all requested documents as per this EoI)

3. Declaration

Declare that all information provided is true and that your organization is willing to comply with HLL's implementation guidelines, reporting requirements, quality standards, and monitoring framework.

Authorized Signatory:

Name: _____

Designation: _____

Organization Seal: _____

Date: _____

Annexure II

Format 2

Self-Declaration

The following certificates may be furnished in organisation's letter head:

To,

Vice President (Marketing)

HLL Lifecare Limited

HLL Bhavan, Poojappura, Thiruvananthapuram-695012

Kerala, India

Tel:+91 4712354949 (EXT 242/272/273)

Dear Sir,

"We certify that there has been no conviction by a court of law or indictment / adverse order by a regulatory authority for any offence against us. It is further certified that there is no investigation pending against us or the CEO / Directors / Managers of our concerned.

It is certified that there is no conflict of interest exist as on date and in future if such a conflict of interest arises we will intimate HLL LIFECARE LIMITED of the same.

PLACE:

NAME, DESIGNATION & SIGNATURE OF THE BIDDER

DATE:

WITH OFFICE SEAL)

Annexure III

Format 3

SELF-DECLARATION — NON-BLACKLISTED

To,

Vice President (Marketing)

HLL Lifecare Limited

HLL Bhavan, Poojappura, Thiruvananthapuram-695012

Kerala, India

Tel:+91 4712354949 (EXT 242/272/273)

Dear Sir,

This is to certify that our organisation has not been Black Listed /debarred or found guilty of malpractice /misconduct either by State Government or /Government of India or any other Government institution in connection with any projects(s) quoted during the last 5 years' period till the due date of submission of EoI as specified in the subject EoI. If we, at a later date, are found guilty of suppressing facts in this regard, such act on our part shall be considered a fraudulent practice in accordance with the Instructions to Bidders and the Purchaser shall be entitled to reject our EoI for the de-registered or debarred or blacklisted or banned / suspended product quoted, submitted by us against this EoI.

PLACE:

NAME, DESIGNATION & SIGNATURE OF THE BIDDER

DATE:

(WITH OFFICE SEAL)

Annexure IV

FORMAT-04

DECLARATION

EOI Ref:

I / We, hereby agree to abide all the terms and condition of the referred Expression of Interest.

I / We, hereby declare that I am / we are fulfilling the eligibility criteria mentioned in the referred Expression of Interest (EOI).

I/ We, hereby certify that all the information and data furnished by me/our organization with regard to this Expression of Interest (EOI) are true and complete to the best of our knowledge. I/ We have gone through the conditions and stipulations in details and agree to comply with the requirements and intent of it as mentioned in Eol.

I/We further certify that myself/ our organization meets all the conditions of eligibility criteria laid down in this EOI document.

I/ We, further specifically certify that our organization has not been Black Listed/De-Listed/ debarred / suspended by any Govt. Department/ Public Sector Undertaking/ as on submission of our bid against the referred EOI.

I / We, hereby certify that I am / we are offering 100% services from India for the services required under this EOI and hence falls under the category of 'Class 1 local supplier' as defined in Public Procurement (Preference to Make in India), Order 2017 as amended from time to time.

I / We, hereby declare that the I am / we are not from those countries sharing borders with India and not restricted UNDER RULE 144 (XI) OF GFR 2017.

Name & Seal of the applicant

Annexure V

FORMAT-5

FINANCIAL STATEMENT

Name & Address of bidder:

Financial Year	Annual Turnover (In Rs.)
2023-2024	
2024-2025	
2025-2026	
Total annual turnover for the 3 financial years	
Average annual turnover for the 3 financial years	

Note: Enclose audited balance sheets, profit & loss statements and IT returns for the above period duly certified by a Chartered Accountant (with UDIN) as proof. We hereby declare that the above turnover figures are based on the audited financial statements of the firm.

Signature and stamp of Chartered Accountant

Signature and stamp of the bidder

Annexure VI

FORMAT-6

PERFORMANCE STATEMENT

(projects during the last three years)

Donor Details (full address of Client)	Order Agreement No. & date	Nature of the Project	Value of Project (Rs.)	Date of completion (contract / actual)	Remarks

NB: Satisfactory performance certificates/work order/agreement from clients to be enclosed

Date:

Signature and seal of the Bidder

Annexure VII

FORMAT-7

CHECKLIST		
Sl No.	Point	Submitted (mention Yes (√) or no (x))
1	Whether all the pages of the EOI duly signed & numbered before uploading	
2	Annexure 1 - Format 1(Application form For Partner Orgnaisation Under SHI)	
3	Annexure II - Format 2 (Self Declaration)	
4	Annexure III - Format 3 – Format 3 (Self Declaration Non Black Listed)	
5	Annexure IV - Format 4 – (Declaration)	
6	Annexure 5 – Format 5 (Financial Statement)	
7	Annexure 6 - Format 6 – Performance Statement	
8	Annexure 7 - Format 7 – Check List	
9	Annexure 8 - Format 8 – Self Declaration – Compliance To Rule 144 (Xi) of GFR 2017	
10	Annexure 9 - Format 9 – SELF DECLARATION – MAKE IN INDIA PREFERENCE	
11	Annexure 10 - Format 10 – INDEMNITY CERTIFICATE	
12	GST registration certificate; PAN; Certificate of Incorporation / MoA	
13	Documents supporting the implemented projects (Minimum three MoUs/Agreements/Performance certificate issued by the client.) for proving the experience.	
14	Audited financials for FY 2023-24, 2024-25, 2025-26 + CA-certified Financial Statement	
15	MSE Category details, if applicable	
16	Startup Category details, if applicable	
17	2-page project execution plan.	

Annexure VIII

FORMAT-8

SELF DECLARATION – COMPLIANCE TO RULE 144 (XI) OF GFR 2017

We,

.....
.....
.....

(Include name and address of the Bidder(s))

Hereby declare that we are eligible to bid for the tender:

(Include tender number and date)

As per the eligibility stipulated by Government Order no F.No.6/18/2019-PPD dated 23-July-2020 inclusive of the latest amendments regarding insertion of rule 144(Xi) in the General Financial Rules (GFR) 2017, issued by Ministry of Finance, Government of India.

We are aware that any Bidder(s) indenting to participate in this tender who is from a country which shares a land border with India will be eligible to bid in this tender only if the Bidder(s) is registered with Competent Authority as per the GO.

Date:

Signature of the Bidder(s): Place:

Name with seal: Designation: Address:

Annexure IX

FORMAT-9

SELF DECLARATION – MAKE IN INDIA PREFERENCE

In line with Government Public Procurement Order No. P-45021/2/2017-BE-II dt. 15.06.2017, as amended from time to time and as applicable on the date of submission of tender, we hereby certify that we M/s_____ (supplier name) are local supplier meeting the requirement of minimum Local content (50%) as defined in above orders for the material _____ against

Tender No_____

Details of location at which local value addition will be made is as follows: -----

-----We also understand, false declaration is against the General Financial Rules along with such other actions as may be permissible under law.

Seal and Signature of Authorized Signatory

Annexure X

FORMAT- 10

To,

Vice President (Marketing)
HLL Lifecare Limited,
HLL Bhavan, Poojappura,
Thiruvananthapuram -695012
Kerala, India

Tel: 0471 2775500, 0471 2358151 (EXTN – 505)

INDEMNITY CERTIFICATE

Dear Sir,

As a supplier to HLL, the indemnifier assumes liability for and irrevocably agrees to indemnify, defend and hold harmless Government of India and HLL Lifecare Limited, its Affiliates, shareholders, officers, directors, employees, agents, and their respective successors and assigns from and against any and all losses, damages, claims, actions, liabilities, proceedings, injury, cost or expenses (including counsel's fees of whatsoever kind of nature arising out of or in any way connected with the 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...