HLL Lifecare Limited
(A Government of India Enterprise)

एचएलएल लाइफ़केयर लिमिटेड
स्वस्थ पीढ़ियों के लिए नवान्वेषण

Tender
For
Installation and Configuration of Uninterrupted secured connectivity between The Amazon Web Server and AMRIT Pharmacy Outlets across India

NIT No: HLL/RBD/IT/VPN/Tender/2026-27/01

Corporate and Registered Office
HLLBhavan, Poojappura,
Thiruvananthapuram- 695012
Kerala, India.
Tel: +91- 471-2354949
Website: www.lifecarehll.com

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(A Government of India Enterprise)

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LETTER FOR INVITATION

Ref. No.: HLL/RBD/IT/VPN/Tender/2026-27/01, Dated 21-November-2026

To,

_____

_____

Dear Sir,

HLL Lifecare Ltd invites online proposals (e-tender) through the Central Public Procurement (CPP) Portal for the Installation and Configuration of Uninterrupted secured connectivity between the Amazon Web Server and AMRIT Pharmacy Outlets across India as per eligibility criteria, scope of work and terms & conditions mentioned in the tender document.

Tender documents can be downloaded free of cost from the Central Public Procurement (CPP) Portal (https://etenders.gov.in/eprocure/app) as well as in the HLL Lifecare Ltd Website (www.lifecarehll.com). Bids shall be submitted online only through the portal. Corrigendum / addendum / extension, if any, will be published on the portal only.

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

Thanking You,

Yours Faithfully,

Deputy General Manager (IT)
HLL Lifecare Ltd.

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NOTICE INVITING TENDER (NIT)

Sl. No	Events	
1	Tender Ref No.	HLL/RBD/IT/VPN/Tender/2026-27/01, Dated 21 - November-2026
2	Name of Work	Installation and Configuration of Uninterrupted secured connectivity between the Amazon Web Server and AMRIT Pharmacy Outlets across India
3	Mode of Tendering	e-Tendering (online bid submission only) through the Central Public Procurement (CPP) Portal: https://etenders.gov.in/eprocure/app
4	EMD	Rs. 30,000/- (Rupees Thirty Thousand only), payable through NEFT/RTGS. MSEs / Start-ups eligible for EMD exemption shall submit a Bid Security Declaration (Annexure-VII).
5	HLL A/c details for payment of EMD (NEFT/RTGS)	Name of Bank : HDFC BANK A/c number : 00630330000605 IFSC Code : HDFC0000063 Branch name :VAZHUTACAUD –TRIVANDRUM KERALA
6	Bid submission start date	21-November-2026
7	Last date and time for online submission of Bids	15.00 Hrs. on 04-December-2026
8	Date and time of opening of Bids	15.30 Hrs. on 04-December-2026

Note:

1. Any downloading from the e-procurement portal (https://etenders.gov.in/eprocure/app) is at the sole risk and responsibility of the user. HLL will not be responsible for delay/difficulty/inaccessibility of downloading/uploading facility, or for any failure, malfunction or breakdown of the electronic system, for any reason whatsoever.

2. Corrigendum/addendum/extension to this tender, if any, will be uploaded on the CPP Portal as well as in the company website mentioned earlier.

3. The bids are to be submitted online only through the CPP Portal in the three-envelope system (Envelope-I: EMD; Envelope-II: Technical Bid; Envelope-III: Financial Bid). No manual / hard copy submission will be accepted.

4. HLL reserves the right to reject any or all the tenders, in part to full without assigning any reason thereof.

GENERAL INSTRUCTIONS TO BIDDERS

1. This tender is an e-Tender and is being published online in Government eProcurement portal, https://etenders.gov.in/eprocure/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/eprocure/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/eprocure/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 III 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. 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/eprocure/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.

9.2 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

9.3 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 of 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/eprocure/app
11. Tenderer 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 - cppp-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:

    Deputy General Manager (IT)
    HLL Lifecare Ltd,
    Corporate and Registered Office,
    HLLBhavan, Poojappura P.O,
    Thiruvananthapuram, Kerala -695012
    Phone No: +91- 471-2354949
    Email: thangaraj_paulraj@lifecarehll.com
15. The bids shall be opened online at the Office of the DGM (IT) in 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 DGM (IT) 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). However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.

ii. Pre-bid meeting: Not Applicable for this tender

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 (Refer Annexure VI). 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):

    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 :VAZHUTACAUD –TRIVANDRUM KERALA

    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. The HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the tender and bidder shall be bound to perform the same at his quoted rates.

22. In case, it is found during the evaluation or at any time before signing of the contract or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare Limited including but not limited to forfeiture of EMD, Security Deposit , black listing etc., as deemed fit by HLL Lifecare Limited.

23. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected out rightly and 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 the 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) along with tender document fees and EMD if applicable.

    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.

DISCLAIMER

The information contained in this document is confidential in nature. The bidders should not share this information with any other party not connected with responding to this Bid Document.

All information contained in this Bid Document provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

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

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

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

HLL Lifecare Ltd. reserves the right to reject any or all of the applications submitted in response to this Bid Document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the bids. HLL reserves the right to change/ modify/amend any or all of the provisions of this Document. Such changes would be posted on the e-procurement portal (CPP Portal: https://etenders.gov.in/eprocure/app) only.

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

1. ABOUT HLL Lifecare Ltd

HLL Lifecare Limited (formerly Hindustan Latex Limited) is a Mini Ratna (Category-I) Government of India Enterprise under the Ministry of Health and Family Welfare. The Retail Business Division (RBD) of HLL operates retail pharmacy chains across India under brands such as AMRIT, AMRIT Deendayal Pharmacies, HLL Pharmacies &Surgicals, HLL Opticals, Free Generic Pharmacies (FGP), Janasanjeevani and Jivandhara.

2. OBJECTIVE OF THE TENDER DOCUMENT.

The objective of this tender document is to solicit proposals from interested & eligible bidders for participation in the bidding process for selection of an agency/firm to carry out tasks mentioned in scope of work section of this tender for Installation and Configuration of Uninterrupted secured connectivity between the Amazon Web Server and AMRIT Pharmacy Outlets across India

Interested eligible bidders may obtain further information from the office of the Deputy General Manager (IT) during office hours on all working days. The complete set of bid documents shall be downloaded, free of cost, from the CPP Portal (https://etenders.gov.in/eprocure/app).

3. DEFINITIONS

1) "The Purchaser" means the HLL Lifecare Ltd, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram– 695 012, Kerala.

2) "The Bidder" means the firm who participates in the tender and submits the bid.

3) "The Supplier or Contractor or Agency/firm" means the firm providing items and/ or services under the contract.

4) "CPP Portal" means the Central Public Procurement Portal of the Government of India (https://etenders.gov.in/eprocure/app), used for this e-tender.

4. EARNEST MONEY DEPOSIT (EMD)

Sl No	Particulars	Amount
1	Tender fee	NIL
2	Earnest Money Deposit (EMD)	30,000/-

The bidder shall furnish along with its tender, earnest money for amount of Rs.30,000.00 (Rupees Thirty thousand only), through e-payment (RTGS / NEFT). The earnest money is required to protect the purchaser/Customer against the risk of the bidder's unwarranted conduct as amplified under sub-clause 5 below.

1. The earnest money shall be paid through RTGS / NEFT (e-payment) to the following HLL account:

   Name of Bank : HDFC BANK
   A/c number : 00630330000605
   IFSC Code : HDFC0000063
   Branch name :VAZHUTACAUD –TRIVANDRUM KERALA

2. The proof of the successful EMD transaction (UTR / transaction details) shall be uploaded in Envelope-I while submitting the bid online. Bids without EMD payment proof or valid EMD exemption documents shall be rejected as non-responsive.
3. Micro and Small Enterprises (MSEs) and Start-ups eligible for EMD exemption shall submit a valid copy of their registration certificate (NSIC / Udyam) along with the list of items / services for which they are registered, and a Bid Security Declaration as per Annexure-VII. Any other request for exemption from EMD will not be entertained.
4. Unsuccessful bidders' earnest money will be returned to them without any interest, after expiry of the tender validity period, but not later than thirty days after conclusion of the resultant contract. Successful bidder's earnest money will be returned after placing the purchase order and furnishing of the required Performance Security.
5. Earnest Money is required to protect the Purchaser/Customer against the risk of the Bidder's conduct, which would warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the Purchaser/Customer. The successful bidder's earnest money

will be forfeited without prejudice to other rights of Purchaser/Customer if it fails to furnish the required performance security within the specified period.

5. ELIGIBILITY CRITERIA

The bidder should be a Company registered in India under the Companies Act, 1956 / 2013, with operations in India for the last one (1) year as on the date of release of this tender. Joint ventures / consortium bids will not be accepted. (Supporting document: Certificate of Incorporation issued by the Registrar of Companies.)

The Bidder shall have experience in carrying out similar type of assignment / service in private or public sector. In support of this, a statement regarding assignments of similar nature successfully completed during last three years should be submitted as per Proforma in Annexure-III. Copies of Purchase Orders / work orders shall be enclosed as documentary proof; only completed assignments will be considered.

Users' certificate regarding satisfactory completion of assignments should also be submitted. The assignment of Govt. Depts. / Semi Govt. Depts. should be specifically brought out. (The decision of the Purchaser as to whether the assignment is similar or not and whether the bidders possess experience or not, shall be final and binding on the bidders.)

1) Average annual financial turn-over of the bidder during the last Three years, ending 31st March of the previous financial year, should be at least INR 60 Lakhs (i.e., for FY 2023-24, 2024-25 and 2025-26), supported by audited Balance Sheets and Profit & Loss accounts.
2) A Service Level agreement (SLA) shall be signed by HLL and the successful bidder for a period of one year from the date of installation.
3) HLL reserves the right to cancel the services at any time by giving One-month advance notice period, if the service is not provided as per the SLA.
4) The bidder should not have been blacklisted by any central /state govt. department, Public Sector Undertakings, Autonomous Bodies, academic institutions and commercial organizations in the last three (3) years preceding the date of release of this tender. The Bidder has to submit a self-declaration form as per Annexure –II for the same.
5) The bidder should be an Original Equipment Manufacturer (OEM) or an Authorized Partner of the proposed solution. A Manufacturer's Authorization Form (MAF), specific to this tender, issued by the OEM shall be submitted along with the proposal.
6) The bidder should be a regular tax payer, having valid PAN and GST registration (self-attested copies to be submitted).
7) The prices should be quoted as per the format for price schedule enclosed as Annexure-IV and submitted online as the Financial Bid (Envelope-III), separately from the Technical Bid.
8) The prices quoted shall be valid for a period of 180 days from the date of opening of bids.
9) The service should be provided within Two weeks from the date of placement of order.
10) Penalty @ 0.50 % per week's delay subject to a maximum of 5 % of total order value is applicable for delay in providing the service.
11) Bids should be clear in all respects and those with ambiguous clauses shall be summarily rejected.
12) The work order shall be placed on the lowest (L1) responsive bidder, based on the total price quoted in Annexure-IV.

13) Payment will be released on monthly basis through RTGS / NEFT. The payment will be made based on the actual licenses used for the said period. For claiming the payment, the following documents have to be submitted.

    a. Three copies of GST Invoice.
    b. Installation/ Service report duly signed by the concerned person of HLL and representatives of the supplier.

14) Bids are to be submitted online only through the CPP Portal. The address for communication and place of opening of bids is as follows.

    Deputy General Manager (IT),
    Retail Business Division
    HLL Lifecare Limited
    Corporate Head Office
    HLL Bhavan, Poojappura,
    Thiruvananthapuram - 695 012

16) Bids should be submitted online through the CPP Portal latest by 15:00 Hrs on 4-December-2026 and the same will be opened online at 15:30 Hrs on the same day at Corporate Head Office, Poojappura, Thiruvananthapuram in the presence of the representatives of the bidders, who choose to attend. If the bid opening day is declared as holiday for HLL, the bid will be opened on the next working day for HLL.

Bidders are requested to contact the undersigned for further information, if any.

6. SCOPE OF WORK

1.1 Background

Presently RBD has 300+ AMRIT pharmacy stores PAN India. The number of outlet may increase to 500 in the coming years. A third party application software “ECOGEEN” has been running in these outlets for the business activities like stores, purchase and financial accounting. Each outlet has one server like PC and one or two clients connected to it for the business requirements. The server PC in the branch is connected to the Amazon cloud Server through internet. Most of the outlets don’t have static IP address, having different internet service providers, for the manual synchronization of data between these centers and the Cloud Server. All the master data, administration activities and consolidated reports are extracted from this cloud server. Since all our outlets didn’t have the static IP address, we are not in a position to establish a tunnel between the outlets and cloud server for perfect synchronization.

1.2 Detailed Scope of Work

Installation and Configuration of Uninterrupted secured connectivity between the HLL’s Amazon Cloud Server for EcoGreen application software and its 500+ clients at AMRIT Pharmacy Outlets across India. The proposed system should possess the following technical features.

1) IP base filtering and full tunnel should be used to restrict access for a set of users to the cloud server and deny access to other resources to eliminate the threat from cyber-attacks.
2) Once authenticated, a Gate way tunnel should be established between the cloud server and the client.
3) Unified SSL secure access solution for remote users and Eliminate the vulnerabilities in the network connection
4) Single pane of glass management for all users, branches and cloud locations.
5) Restrict access to only specific applications (specific ports and protocols)

6) Certificate based authorization, enforced with managed PKI.

7) Endpoint Finger Print for establishing connection.

8) Keep the cloud server connection in a private network and secured with the firewall blocking in all inbound ports.

9) The tunnel should be established between the Cloud Server and Client whenever internet connection is active in the client side.

10) The system should also reduce the risk and protect the critical IT assets/infrastructure. The system should provide integrated connection-based security architecture. The system should allow the Admin to control all connections and other parameters.

11) The bidder shall submit the datasheet / technical documentation of the proposed solution and shall be capable of demonstrating the solution (proof of concept) to HLL, if required, during the technical evaluation.

12) The bidder shall furnish point-wise compliance to the above technical features in the format given at Annexure-VI.

7. Service and Support

1) The uptime of the connectivity should be a minimum of 99.5%. It will be calculated as ((Total Time – Down Time) X 100) /Total Time, on quarterly basis.

2) The Bidder shall provide 24 x 7 x 365 service. In case the down time is more than the specified limit, HLL at its sole discretion, reserves the right to deduct Liquidated Damages amount monetarily in proportion of excess of down-time accumulated to its total time over to monthly service charges at the end of a month.

3) Deduction in payment will be made for downtime in the monthly bills raised by the service provider.

4) The response time for attending the faults will be one hour (maximum).

5) The Bidder will rectify the faults within 2 hours failing which; the Bidder will arrange temporary replacements. The services shall be provided 24 hours & 7 days in a week.

6) Trouble Shooting: Bidder shall respond with a solution within one hour of reporting of a problem and restore satisfactory operation within two hours.

7) The Bidder shall provide a toll-free number and an escalation matrix for service support.

8) Bids will be accepted only through the CPP Portal; any bid not uploaded before the deadline for submission of bids will not be accepted.

9) HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.

10) HLL shall not be liable for the delay in submission of bids after the due date specified above due to any reason including network issues or any failure, malfunction or breakdown of the electronic system of the CPP Portal.

11) Any dispute arising out of the tender/bid document/ evaluation of bids/issue of purchase order shall be subject to the jurisdiction of the competent court at Thiruvananthapuram only

8) STANDARD CLAUSES

A. GOVERNING LAWS AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably,

the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/ Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts in Kerala. The venue of the Arbitration shall be in Kerala.

FORCE MAJEURE

1) If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

2) Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the Supplier may with the concurrence of the purchaser elect to retain.

COST OF BIDDING

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 the outcome of the bidding process.

PREFERENCE TO MAKE IN INDIA

Preference shall be given to Class-I and Class-II local suppliers as per the provisions of the Public Procurement (Preference to Make in India) Order 2017 (issued by the Department for Promotion of Industry and Internal Trade), inclusive of the latest amendments. Bidders claiming preference shall submit the required local content certificate / self-declaration as per the Order. Bidders from a country which shares a land border with India must be registered with the competent authority, as per General Financial Rules 2017 (Rule 144 (xi)).

PERFORMANCE SECURITY

The successful bidder shall furnish a Performance Security of 3% of the total contract value (excluding taxes) in the form of a Bank Guarantee from a scheduled commercial bank in favour of HLL Lifecare Limited, within seven (7) days of issue of the Letter of Acceptance / Purchase Order. The Performance Security shall remain valid for the SLA period (Three years from the date of installation) plus a claim period of sixty (60) days and shall be returned without interest after satisfactory completion of the SLA period. The Performance Security shall be forfeited in case of non-performance of the agreed terms or default/breach by the bidder.

SIGNING OF SERVICE AGREEMENT

1) The successful bidder has to sign a supply agreement in a non-judicial stamp paper of Rs.200/-, the draft of which will be send to the successful bidder only with the letter informing the acceptance of bid. Within 21 days of receipt of the information regarding acceptance of the bid, the successful bidder shall sign the supply agreement and return it to the Purchaser.
2) The agreement shall initially be valid for a period of three (3) years from the date of commencement of service and may be extended by HLL for a further period of up to two (2) years, subject to satisfactory performance, continued requirement of the services and approval of the competent authority, on the same terms and conditions unless otherwise agreed in writing.

CONFIDENTIALITY AND DATA SECURITY

This request for proposal and all materials submitted by HLL for this purpose must be considered confidential and may not be distributed or used for any purpose other than the preparation of a response for submission to HLL. The bidder and its personnel shall keep confidential, and shall not disclose or misuse, any information, data, credentials or network details of HLL, its cloud server or its pharmacy outlets that come to their knowledge during the course of the work. Disclosure of any part of such information to parties not directly involved could result in disqualification and/or legal action. When submitting confidential material to HLL, the bidder must clearly mark it as such.

INDEMNIFICATION

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

CONFLICT OF INTEREST

HLL requires that the bidder strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration during the implementation services. In case the bidder has any subsisting interest, either by themselves or through their partners, that is likely to conflict with the work specified in the Scope of Work, HLL reserves the right to accept or reject such bids.

CORRUPT OR FRAUDULENT PRACTICES

The Purchaser requires that bidders observe the highest standard of ethics during the procurement and execution of the contract. HLL will reject a 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. Any effort by a bidder to influence the Purchaser during bid evaluation, comparison or award shall be treated as a corrupt and fraudulent practice and may result in rejection of the bid.

RISK PURCHASE

If the successful bidder fails to provide the services within the period specified, or violates any of the terms and conditions of the contract, HLL shall have the right to terminate the contract with fifteen (15) days' notice forfeiting the Performance Security, and to award the work to any third party at the risk and cost of the successful bidder.

TERMINATION

Notwithstanding anything contained elsewhere in this Tender Document, HLL reserves the right to terminate this tender, in whole or in part, at any stage, in the public interest, due to administrative or policy reasons, non-availability of funds, force majeure, change in statutory or regulatory requirements, or for any breach of the terms and conditions of the Tender by the Successful Bidder, by giving 30 days' written notice. In such cases, HLL shall not be liable for any loss of anticipated profits, consequential damages, compensation, or any other claims arising out of such cancellation or termination

Annexure - I

FORWARDING LETTER FOR SUBMITTING TENDER

(On the letterhead of the bidder)

Subject: Installation and Configuration of Uninterrupted secured connectivity between the Amazon Web Server and AMRIT Pharmacy Outlets across India.

Dear Sir,

With reference to the subject mentioned above, I/we hereby submit bids for Installation and Configuration of Uninterrupted secured connectivity between the Amazon Web Server and AMRIT Pharmacy Outlets across India in accordance with the criteria and terms and conditions mentioned in the tender issued by HLL LIFECARE LIMITED vide tender ref no. HLL/RBD/IT/VPN/Tender/2026-27/01, Dated 21-November-2026

I/we here by certify that I/we have examined and am/are fully familiar with all the provisions of the tender documents. I/We agree to abide by all these terms and conditions laid therein and to execute all works referred to in the said tender documents within the specified timelines. The following documents are enclosed.

- Signed and sealed copy of the tender document (scanned and uploaded)
- Bid along with annexures & supportive relevant documents
- EMD payment details / EMD exemption documents with Bid Security Declaration (Annexure-VII), as applicable
- Certificate of Incorporation, PAN and GST registration copies and Manufacturer's Authorization Form (MAF), as applicable
- Supporting documents /format/ undertaking etc. referred to in tender document.

I/we also authorize HLL LIFECARE LIMITED to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this purpose, I/we hereby authorize (……) to furnish pertinent information as deemed necessary and requested by HLL LIFECARE LIMITED to verify statements and information provided in this application or regarding our competency and understanding on the mandate.

I/we hereby declare that the statements made and information provided is complete, true and correct.

(Signature & seal of the bidder)
Name of authorized signatory
Telephone /mobile number
Email

Annexure-II

Declaration of Non-Black-Listing

(On the letterhead of the bidder)

Date _____

Reference: HLL/RBD/IT/VPN/Tender/2026-27/01, Dated 21-November-2026

Subject: declaration of non-blacklisting –reg

Sir,

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

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

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

Yours faithfully,

(Name & signature with stamp of the bidder)

Annexure-III

DETAILS OF PREVIOUS ORDER FOR SIMILAR WORK EXECUTED DURING THE LAST THREE YEARS				
Sl. No.	Name of Client with full address, telephone numbers and nature of work	Order details such as quantity etc.	Value of works completed	Period of Completion with dates

*Copy of Purchase Order / Contract and Work Completion Certificate / documentary proof of completion to be attached. Attach a separate sheet if required.

Date: Place:

(Signature & seal of the bidder, name and designation)

Annexure – IV

Price Schedule for "Installation and Configuration of Uninterrupted secured connectivity between the Amazon Web Server for EcoGreen application software and AMRIT Pharmacy Outlets across India"

(To be submitted online as the Financial Bid in Envelope-III. The Technical Bid must not contain any price information; else the bidder will be liable to be disqualified.)

Notes: - 1. The prices should be quoted in INR only. 2. GST should be mentioned in the separate column as provided in the format. 3. The prices quoted shall be firm and inclusive of all costs for the work, except applicable GST. 4. The bidder quoting the lowest total price (L1) among the qualified bidders shall be eligible for award of the contract.

No.	Item / Service (Installation and Configuration of Uninterrupted secured connectivity between the Amazon Web Server for EcoGreen application software and AMRIT Pharmacy Outlets across India)	Unit Rate / per user (yearly)	Qty	Amount in Rs	Tax	Total

Date: Place: Authorized Signatory with Seal:

Annexure-V

Details of the Bidder

(On the letterhead of the bidder)

Sl No.	Particulars	Details
1	Name of the Bidder	
2	Address of the Registered Office	
3	Contact person for bid related intimation Name : Designation : Email : Mobile No :	
4	Turnover for last three financial years 2023-24 : 2024-25 : 2025-26 :	
5	PAN (copy to be attached)	
6	GSTIN (copy to be attached)	
7	Whether the bidder is an MSE / Start-up eligible for EMD exemption (Yes / No). If Yes, enclose valid NSIC / Udyam registration certificate and Bid Security Declaration (Annexure-VII)	

We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

Date:

Place:

(Signature & seal of the bidder)

Name of authorized signatory:

Designation:

Company name:

Annexure-VI

Compliance to Technical Features (Scope of Work)

(On the letterhead of the bidder)

Sl No.	Technical feature / requirement	Compliance (Yes / No)	Remarks / reference (page no.)
1	IP base filtering and full tunnel should be used to restrict access for a set of users to the cloud server and deny access to other resources to eliminate the threat from cyber-attacks.		
2	Once authenticated, a Gate way tunnel should be established between the cloud server and the client.		
3	Unified SSL secure access solution for remote users and Eliminate the vulnerabilities in the network connection		
4	Single pane of glass management for all users, branches and cloud locations.		
5	Restrict access to only specific applications (specific ports and protocols)		
6	Certificate based authorization, enforced with managed PKI.		
7	Endpoint Finger Print for establishing connection.		
8	Keep the cloud server connection in a private network and secured with the firewall blocking in all inbound ports.		
9	The tunnel should be established between the Cloud Server and Client whenever internet connection is active in the client side.		
10	The system should also reduce the risk and protect the critical IT assets/infrastructure. The system should provide integrated connection-based security architecture. The system should allow the Admin to control all connections and other parameters.		

We confirm that the proposed solution complies with all the above technical features. The datasheet / technical documentation of the proposed solution is enclosed.

Date: Place:

(Signature & seal of the bidder, name and designation)

Annexure-VII

Bid Security Declaration from Bidders in lieu of EMD

(On the bidder's letterhead; applicable only to MSEs / Start-ups eligible for EMD exemption)

I / We, the authorized signatory of M/s ……, participating in the subject tender No. HLL/RBD/IT/VPN/Tender/2026-27/01 for the item / job of Installation and Configuration of Uninterrupted secured connectivity between the Amazon Web Server and AMRIT Pharmacy Outlets across India, do hereby declare:

(i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD is being deposited for the said tender.

(ii) That in the event we withdraw / modify our bid during the period of validity OR I / we fail to execute the formal contract agreement within the given timeline OR I / we fail to submit a Performance Security within the given timeline OR I / we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD, I / we will be suspended from being eligible for bidding / award of all future contract(s) of HLL Lifecare Limited for a period of one year from the date of committing such breach.

Date:
Place:

(Signature & seal of the bidder)
Name of authorized signatory:
Designation:
Company name:

Annexure-VIII

I

To,
DGM (IT),
HLL Lifecare Limited,
HLL Bhavan, Poojappura,
Thiruvananthapuram -695012 Kerala, India
Tel: +0471 2354949, 2350959, 2350961, 2356352.
Website – www.lifecarehll.com

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.

Annexure-IX

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 declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rule for which for which a bidder or its successors can be debarred for up two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

Seal and Signature of Authorized Signatory

Annexure-X

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

We,

……

……

……..

(Include name and address of the bidder)

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 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 is registered with Competent Authority as per the GO.

Date:

Place:

Signature of the Bidder:

Name with seal:

Designation:

Address:

Annexure-XI

FALL CLAUSE DECLARATION

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.

Seal and Signature of Authorized Signatory