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

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF A VIRTUAL REALITY (VR) TRAINING SYSTEM FOR LPG PLANT OPERATIONS AND SAFETY MOCK DRILLS AT PEROORKADA FACTORY

तकनीकी वाणिज्यि कबोली

TECHNO COMMERCIAL BID

निविदासूचना

TENDER NOTICE

Sealed and super scribed tenders under limited two bid system (Technical and Price) in the prescribed format are invited for the **Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory.**

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

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

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

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

निविदा शुल्क / ईएमडी □ भुगतान से छूट प्राप्त □ रने □ लिए □च्छु□ एस एस आई / एम एस ई यूनिट □ो अपने उद्यम पंजी□ रण प्रमाण पत्र □ी ए□ वैध प्रति त□ नी□ी बोली □ साथ प्रस्तुत □ रनी चाहिए।

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

निविदा प्राप्त □ रने □ी अंतिम तिथि और समय
Last date and time for receipt of tender : 07.11.2026 at 15.00 hrs

निविदा खोलने □ी तिथि एवं समय
Date and time of opening tender : 07.11.2026 at 15.30 hrs

VP (PROCUREMENT SERVICES)

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

CONTENTS OF BIDDING DOCUMENTS

TECHNICAL BID

SNO	SCHEDULES	DESCRIPTION	PAGE NOS.
1	SCHEDULE – A	MINIMUM ELIGIBILITY CRITERIA	
2	SCHEDULE – B	SPECIFICATION /SCOPE OF WORK	
3	SCHEDULE – C	TERMS & CONDITIONS	
4	SCHEDULE – D	QUESTIONNAIRE GENERAL INFORMATION OF VENDOR	
5	SCHEDULE – E	VENDER DEVELOPMENT FORM	
6	SCHEDULE – F	DECLARATION ACCEPTING TERMS AND CONDITIONS	
7	SCHEDULE-G	BID SECURITY DECLARATION	
8	SCHEDULE-H	PRICE BID	
9	Annexure II	NON-DISCLOSURE AGREEMENT	

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

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

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

PRICE BID

Technical and price bids shall be submitted in sealed covers separately. Tender Number shall be superscribed on the respective covers. The two separately marked covers with Technical Bid & Price bid should be submitted in a single sealed cover superscribing "**Tender for Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory**

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

Vice President (PS) and GH (HCS)
Procurement Services Division
HLL Lifecare Limited
Corporate & Regd. Office
HLL Bhavan, Poojappura,
Thiruvananthapuram-695012
E-mail: sdrbdsouth@lifecarehll.com

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

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

SCHEDULE – A

MINIMUM ELIGIBILITY CRITERIA FOR QUALIFYING IN THE TECHNICAL BID

Tender for Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory

Bidders shall enclose as part of its offer, relevant details and documents establishing its eligibility and qualification to perform the contract.

The minimum criteria to participate in this tender are as under:

1. Bidders shall have minimum **3years** of experience in VR based projects and a completion certificate for the same shall be submitted.
2. Firm should have experience in developing and implementing VR based projects and shall have done at least 3 projects in any of the reputed firms as on 31.08.2026. Relevant certified documents establishing the same must be submitted along with the bid.
3. Tenderer/ Bidder should have satisfactorily completed the below requirement in any of the reputed Industrial Occupancies.
   - Minimum 1 work of value not less than ₹ 15 Lakhs during the last 3 years as on 31.08.2026 or
   - Minimum 2 works of value not less than ₹ 7.5 Lakhs each during the last 3 years as on 31.08.2026
     or
   - Minimum 3 works of value not less than ₹ 5 Lakhs each during the last 3 years as on 31.08.2026.
4. Bidder must have minimum group turnover of Rs.25 Lakhs (cumulative average) during the last three years. The bidder must submit their balance sheet, profit and loss account for last three years ending 31st March 2026 duly certified by chartered accountant.
5. GST/PAN registrations certificates must be submitted along with the bid.
6. Tenderer/Bidder shall attend the break down and service call within 24 hours
7. Bidders shall have excellent work force to execute the committed projects on time irrespective of any adverse situation.

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

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

QUESTIONNAIRETO BE FILLED FOR MINIMUM ELIGIBILITY CRITERIA

SNo.	DESCRIPTION	
1	Do you have minimum 3 year of experience in providing VR based solutions	YES/NO
2	If the answer for Sl.No:1 is YES, Have you submitted the proof for the same.	YES/NO
2	Whether your firm has experience in providing minimum 3 numbers VR based projects in any of the reputed firms as on 31.08.2026	YES/NO
3	If the answer for Sl.No:2 is YES, Have you submitted the Completion Certificate for VR Projects	YES/NO
4	Has the bidder satisfactorily completed similar works in reputed industrial occupancies meeting any one of the following eligibility criteria and supporting documents attached? - Minimum 1 work of value not less than ₹ 15 Lakhs during the last 3 years as on 31.08.2026 or - Minimum 2 works of value not less than ₹ 7.5 Lakhs each during the last 3 years as on 31.08.2026 or - Minimum 3 works of value not less than ₹ 5 Lakhs each during the last 3 years as on 31.08.2026.	YES/NO
5	Do you have minimum group turnover of Rs. 25 Lakh (cumulative average) during the last three years. The bidder must submit their balance sheet, profit and loss account for last three years ending 31st March 2026 duly certified by chartered accountant.	YES/NO
6	Whether you can provide the VR based LPG training as per the technical	YES/NO

	specification and scope of work as per Schedule- B	
7	If the answer for Sl.No:6 is YES, Have you submitted the Declaration Certificate	
8	Have you enclosed GST registrations certificates and PAN card copy along with the technical bid?	YES/NO
9	Have you submitted EMD?	YES/NO
10	If the answer for sl.No:9 is NO, Have you uploaded valid Udyam registration certificate or DIPP Registration Certificate	YES/NO
11	Tenderer/Bidder shall attend the breakdown and service call within 24 hours	YES/NO
12	If the answer for sl.No:11 is YES, Have you uploaded Declaration Certificate	YES/NO
13	Bidders shall have excellent work force to execute the committed projects on time irrespective of any adverse situation.	YES/NO
14	If the answer for sl.No:13 is YES, Have you uploaded necessary documents for work force.	YES/NO

All the information provided herein is true & correct

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

PLACE **NAME & SIGNATURE OF THE BIDDER**

DATE: **(WITH OFFICE SEAL)**

SCHEDULE-B

TECHNICAL SPECIFICATIONS & SCOPE

1. Project Background and Objective

The objective of this tender is to select a qualified system integrator/developer for the Design, development, supply, installation, testing, and commissioning, 3D modelling, interactive simulation, development, and commissioning of a standalone Virtual Reality (VR) Training System deployed on VR headsets. The software will recreate an accurate 1:1 digital twin of the 425 kg Liquid Off-Take (LOT) LPG Re-gasification Plant at HLL Lifecare Limited, Peroorkada Factory.

The system shall deliver immersive procedural training, component-level equipment education, transparency-based fluid flow simulations, and real-time emergency mock drills compliant with standard industrial operating procedures and IS 6044 (Part 1) safety standards.

2. Scope of Work (SOW)

2.1 3D Environment Modelling & Visual Assets

- Develop a millimetre-accurate 1:1 photorealistic 3D environment replicating the complete LPG yard at Peroorkada Factory, including civil boundaries, sheds, safety warning signs, flameproof electrical fixtures, and barricades.
- Equipment & Piping Geometry (as per site conditions quantity varies):
    - 425 kg LOT jumbo cylinder banks (active and standby manifolds).
    - Water-bath electric vaporizers (working and standby units with local control panels).
    - Liquid-phase piping coded in Red.
    - Vapor-phase piping coded in Yellow routed up to the main distribution control valve leading to the boiler house.
    - Deluge valves, fire water sprinkler/spray piping, nozzles, and drainage sumps.
    - Scissor lift, cylinder trolleys, clamping tools, and roller tracks
    - Solenoid valves, Non return valves, Gas strainers, liquid traps, Pressure regulators, Fixed Gas detectors, Pressure transmitters, Pig tail flexible hoses
- Texturing & Lighting: PBR (Physically Based Rendering) materials optimized for mobile standalone rendering (Quest 3 native runtime) to maintain stable framerates without thermal throttling.

2.2 VR Interaction & Core Mechanics

- Target Hardware: Standalone deployment on VR head sets (no tethered PC required for field usage).
- Locomotion: User-selectable continuous smooth locomotion and snap/teleportation locomotion with boundary comfort vignettes to prevent motion sickness.
- Input System: Full 6-DoF controller-based interaction and hand-tracking support (pinch, grasp, dial rotation, and push-button activation).
- Audio & Guidance: Integrated spatial 3D audio effects (gas hiss, water spray, valve clicks, alarm sirens…etc) and clear, studio-grade English and Malayalam voice-over guidance with on-screen subtitle prompts.

3. Functional Modules & Training Curriculum

- Module 1: Plant Familiarization & Component Breakdown
    - Interactive inspection mode featuring floating UI information panels, exploded views, cross-sectional cutaways, and operating parameters for:
        - Non-Return Valves (NRV): Internal Spring/poppet unidirectional flow dynamics preventing backflow during cylinder disconnection.
        - Safety Release Valves (SRV): Diaphragm and spring calibration mechanism showing initial lift at 10% overpressure and full discharge at 120% overpressure.
        - Bourdon Pressure Gauges: Internal C-tube deflection showing needle movement across 0–25 bar and 0–10 bar scales.
        - LPG Y-Strainers: Fluid filtration mechanics, stainless-steel mesh filtration, and particulate cleaning cutaway.
        - Water-Bath Vaporizers: Submerged heating coil dynamics, thermal transfer from 60°C–70°C water bath into liquid LPG, and auto-shutoff inlet solenoid valve integration.
        - LPG Drain Pots & Liquid Traps: Condensate collection mechanics preventing downstream line icing.
        - Automatic Changeover System: Gas Monitoring System panel, dual pressure transmitters, differential pressure triggers, and solenoid coil sequencing between Manifold A and B.
        - Fixed Gas Detection System: Ground-level catalytic bead/IR sensor placement detecting lower explosive limits (LEL 2.1% to UEL 9.5%).

- Dynamic Pipe Transparency (X-Ray View): Toggleable internal flow view illustrating liquid LPG state (dense red flow) transitioning to gaseous vapor (yellow flow) across pressure drops (5.5 bar cylinder/manifold pressure down to 2.0–2.5 bar post-regulator).
- Working of Pressure transmitters
- Connection and disconnection of flexible hoses to 425 kg cylinders
- Working of Pressure regulators
- Manual Operation and Manual Isolation of Quick shut off valves

- Module 2: Standard Operating Procedures (SOP) Simulation (as per Standard Operating Procedure and may vary as per site condition)

  Step-by-step interactive workflow requiring user confirmation and correct sequencing:

  - 425 kg Cylinder Loading & Connection:
    - Pre-inspection checklist: Hydrotest date validity verification (< 5 years), PESO stamp identification, O-ring inspection, and absence of physical dents/bulges.
    - Mechanized shifting: Secure loading on cylinder trolley and scissor lift, mechanical clamp engagement, platform alignment with loading bay, and chaining.
    - Physical coupling: Adapter seating, pigtail flexible hose threading, torque tightening, and soap bubble leak testing.
  - **Cold Start-up Procedure**:

    Cold start is referred to as the starting after the vapouriser has cooled off for a considerable amount of time. Cold start happens when the system is started for the first time like times of commissioning or switching to standby vapouriser. The following steps are followed for a cold start.

    - Turn off all the ball valves in the system and check the vapouriser water level before switching on the vapouriser.
    - Switch on the vapouriser and let it get hot for sometime (10-20minutes).
    - The POWER ON and HEATER ON indications shall light up in the same sequence.
    - As temperature rises gradually and crosses 60oC, notice that the SOLENOID ON indication has light up.
    - While the vapouriser is getting hot, switch on the valve at manifold entry.
    - Switch on the ball valve carrying gas to the safety release valve.

- Turn the butterfly valve on and note the pressure in the pressure gauge and make sure that it is 5.5 bar or 5.5 kg/cm2.
- Turn the ball valve at the entry of active manifold to on position.
- Now as the vapouriser is heated for the required time, turn on the inlet ball valves of working vapouriser.
- After the liquid fuel is heated, turn on the ball valve at exit of vapouriser.
- Check the pressures at first stage regulator entry and exit to make sure that they are at 5.5kg/cm2 and 2.5 kg/cm2 respectively.
- Adjust the flow at individual stations using the needle control valve situated at the stations.

In case of complete consumption of fuel or any maintenance in vapouriser switch the flow from active to standby by the following.

- Turn off the ball valves at the active vapouriser entry &exit.
- Turn off the active supply outlet ball vale and turn on the standby outlet ball valve.
- Turn on the vapouriser entry ball valve and then turn on the vapouriser exit ball valve.

Working Principle (Pressure Trasmitters):

- The pressure transmitters continuously monitor the pressure of both LPG manifolds.
- Under normal conditions, one manifold acts as the Duty Manifold while the other remains as the Standby Manifold.
- When the pressure of the duty manifold falls below the preset low-pressure setpoint, the transmitter detects the pressure drop.
- The Gas Monitoring System Panel energizes the solenoid valve of the standby manifold and isolates the depleted manifold.
- Gas supply automatically transfers to the standby manifold without interrupting gas flow.
- The controller generates an indication/alarm showing that a manifold changeover has occurred.
- Operators replace the empty cylinders and prepare the depleted manifold for the next changeover.

Working Principle (Gas strainers):

- As LPG flows through the strainer body, it passes through a stainless-steel mesh or perforated screen.
- The screen allows LPG to pass while trapping solid particles larger than the mesh opening.
- The collected contaminants remain inside the strainer until they are removed during routine maintenance and cleaning.
- Clean LPG then flows to the downstream equipment with minimal pressure drop.

Working Principle (Gas flow in LPG - manifolds):

- When the cylinder valve is opened, the cylinder pressure pushes the NRV valve element (disc/poppet) away from its seat, allowing LPG to flow into the manifold.
- If the cylinder pressure drops below the manifold pressure, or if a cylinder is disconnected or becomes empty, the NRV automatically closes due to reverse pressure (and spring force, if spring-loaded).
- This prevents LPG from flowing back into the cylinder or escaping through an open cylinder connection.

➢ Operational Switchover Procedure:

- Seamless transition from Duty Manifold to Standby Manifold.
- Manual switchover of vaporizers during planned maintenance: isolating active vaporizer inlet/outlet valves and synchronizing standby vaporizer valves without interrupting plant delivery.

- Module 3: Emergency Scenarios & Safety Mock Drills

  Realistic simulations with visual and auditory alarms:

  ➢ Scenario A: High-Pressure Flange / O-Ring Leakage:

  - Trigger: Degradation of solenoid valve O-ring at the 425 kg cylinder bank resulting in visible dense vapor settling at ground level.
  - Actions: Automatic trigger of ground gas detectors (crossing 20% LEL); manual trip of the nearest Manual Call Point (MCP); simulating an emergency call to internal extension 555 with a structured report (location, equipment, nature of leak, injuries).
  - Mitigation: Actuating the quick shut-off valve to isolate supply to the boiler house; triggering the local fire sprinkler valve for vapor dispersion and cylinder cooling; donning

virtual Self-Contained Breathing Apparatus (SCBA) alongside industrial cut-resistant gloves and antistatic gear; approaching with portable LEL detectors and applying soap solution; staging DCP/CO_2 fire extinguishers at upwind locations.

- Use of Fire Extinguishers : PASS method

- Scenario B: Fire Escalation & BLEVE Prevention:
  - Trigger: Ignition of an unresolved leak at the cylinder bank.
  - Actions: Plant-wide siren activation; calling 555; operating monitor nozzles and high-velocity water spray systems for shell cooling; executing an immediate 100-meter perimeter evacuation protocol to counter potential Boiling Liquid Expanding Vapor Explosion (BLEVE) risks.
- Scenario C: Scissor Lift & Material Handling Incident:
  - Simulation of unsafe handling: Platform overload warning, unchained cylinder rolling hazards, and electrical interlock cutoffs near hazardous zones.

4.Technical Architecture & System Specifications

Physics & Interaction	Custom kinematic / rigid body interactions with hand-tracking and 6-DoF controller support
Multi-Language Support	Primary Voice-over in Malayalam; Subtitles & UI text selectable in English and Malayalam
Operating Modes	**Guided Mode:** Visual outlines, step-by-step prompts, VO instructions
Headset Management	Kiosk Mode support (auto-launch on boot without requiring user navigation through VR headset home menu)

5. Deliverables & Documentation

The selected vendor shall be responsible for supplying the following complete deliverables:

- Hardware Kit:
  - Commercial/Enterprise VR Headsets
- VR headset's Specifications
  - **Performance & Hardware**
    - **Processor (SoC):** Qualcomm Snapdragon XR2 Gen 2 (4nm architecture)
    - **GPU:** Adreno 740
    - **Memory (RAM):** 8 GB LPDDR5
    - **Storage Options:** 128 GB and 512 GB
    - **Operating System:** Horizon OS (Android-based)
  - **Optics & Display**
    - **Display Type:** Dual LCD panels
    - **Resolution:** 2,064 × 2,208 pixels per eye (4.5K resolution combined)
    - **Pixel Density:** 1,218 PPI (Pixels Per Inch) / 25 PPD (Pixels Per Degree)
    - **Refresh Rates:** 72 Hz, 90 Hz, and 120 Hz
    - **Lenses:** Pancake optics (slimmer form factor, reduced optical distortion, wider sweet spot)
    - **Field of View (FOV):** 110° horizontal, 96° vertical
    - **Interpupillary Distance (IPD):** Continuous adjustment wheel ranging from 58 mm to 71 mm (accommodates 53 mm to 75 mm eye spacing)
  - **Mixed Reality & Sensors**
    - **Color Passthrough:** Dual 4MP RGB color cameras (delivering high-fidelity full-color stereoscopic passthrough at 18 PPD)
    - **Depth Sensing:** Integrated time – of – flight depth projector/sensor for real-time 3D room mapping and meshing
    - **Tracking:** 6DoF inside-out tracking via 4 IR cameras + native direct hand tracking
  - **Audio & Connectivity**
    - **Audio:** Integrated stereo speakers with 3D spatial audio (40% louder with richer bass than Quest 2)
    - **Microphone:** Integrated dual microphone array
    - **Ports:** 1× USB-C (data and charging), 1× 3.5 mm audio headphone jack
    - **Wireless:** Wi-Fi 6E (802.11ax), Bluetooth 5.2

- **Controllers & Interaction**
  - **Controllers:** Touch Plus controllers (ringless design, ergonomic grip)
  - **Haptics:** TruTouch variable haptic feedback
  - **Controller Power:** 1× AA battery per controller (30 hours average battery life)

- **Battery & Dimensions**
  - **Battery Capacity:** 4,879 mAh lithium-ion battery
  - **Battery Life:** 2 to 2.5 hours typical mixed/gaming usage (varies by workload)
  - **Charging Time:** 2 hours to 100% via bundled 18W USB-C power adapter
  - **Weight:** 515 grams (with default Y-strap and facial interface)

- Documentation:
  - Software Design Document (SDD) & System Architecture Specification.
  - Standard VR Training Manual & Instructor Operation Guide.

6.**Warranty Term:**

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

- The warranty shall cover all hardware components
- VR software, application modules, and licenses
- Preventive maintenance services
- Breakdown support and replacement of defective parts
- Firmware updates, software upgrades, and security patches
- Performance optimization and calibration support
- **Zero Cost:** Replacement of defective hardware, repair, labor, travel, and re-commissioning during the 1-year warranty period shall be provided at no extra cost to HLL
- The bidder shall submit the item-wise price list for all recommended spare parts to HLL at the time of submission of the Completion Certificate

SCHEDULE – C

TERMS AND CONDITIONS

1) This is a TWO BID system comprising of:
   (a) Technical Bid
   (b) Price Bid

2) The Bidder is expected to examine all instructions, forms, terms and conditions given in the Bidding documents. Failure to furnish all information required in the Bidding documents or submission of a Bid not substantially responsive to the bidding documents in every respect will be at the bidders risk and may result in rejection of the bid.

3) The validity of both Technical Bid and Price bid shall be valid for **one year**. However, HLL reserves the right to limit/extend the validity period without assigning any reason.

4) The date and time of opening of Price Bid will be intimated separately. The Price Bids of Tenderers who do not qualify in the technical bid will not be opened.

5) The tenders should be complete in all respects. Incomplete tenders are liable to be rejected.

6) The Tenderer who does not meet the Minimum Eligibility Criteria shall be considered as DISQUALIFIED in the tender.

7) Technical and price bids shall be submitted in sealed covers separately. Tender No shall be superscribed on the respective covers. The two separately marked covers with Technical Bid & Price bid should be submitted in a single sealed cover superscribing **"IFB for Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory**

8) The Tenderer who does not meet the Minimum Eligibility Criteria in Technical bid shall be considered as DISQUALIFIED in the tender. Their Price Bid shall be returned unopened.

9) Payment terms

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

10) Delivery schedule:

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

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

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

Tender fee (Non-refundable) and EMD as per the tender conditions shall be paid separately, through RTGS/NEFT transfer in the following HLL A/c details. Failing that, the bidder’s bid will not be opened.

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

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

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

- Bidders are required to submit an EMD of Rs. 20,000/- (Rupees Twenty Thousand Only) through RTGS/NEFT transfer. The payment must be remitted to the State Bank of India, Commercial Branch, Thycaud, Thiruvananthapuram (A/c number: 0030307535628, IFSC: SBIN0004350). Proof of successful transactions must be enclosed strictly within the Technical Bid.

- SSI/MSE units and recognized Start-up units are exempted from EMD payment, provided they submit a valid Udyam Registration Certificate or DIPP Registration Certificate along with their technical bid.

- All bidders must submit a "Bid Security Declaration". If a bidder withdraws or modifies their bid during the validity period, they shall be suspended from participating in HLL tenders for a period of 2 (two) years.

- For the successful bidder, the EMD (equivalent to 2% of the order value) will be converted into a Security Deposit. To meet the total required Security Deposit of 2% of the order value, the balance 1% will be deducted from the vendor's bills and refunded at the end of the contract period.

13) The EMD submitted will be converted to security Deposit and will be released at the end of contract period.

14) The bidder has to provide “Bid Security Declaration” and in case if the bidder withdraws or modify the bids during the bid validity period, the bidder will not be allowed to participate in HLL Tenders for a period of 2 Years from the date of this tender.

15) .The EMD (2% of the order value) of successful bidders will be converted into a security deposit. The security deposit for this tender will be 2% of the order value. Balance 1% for the security deposit will be deducted from their bill and will be refunded at the end of the contract period. MSE units interested in availing exemption from payment of EMD should submit a valid copy of their Udyam registration certificate. But the Party has to provide Security deposit if Tender is awarded to them.

16) The tender is liable to be suspended or cancelled at any time at the discretion of the company without assigning any reason.

17) SSI/MSE units interested in availing exemption from payment of EMD should submit a valid copy of their Udyam certificate. But the Party has to provide Security deposit if Tender is awarded to them. Start-up units interested in availing exemption from payment of EMD shall submit a valid copy of Registration Certificate from Department of Industrial Policy & Promotion along with the tender. But the party has to provide security deposit if Tender is awarded to them. 25% of annual procurement value will be sourced from Micro and Small Enterprises (MSE), out of which 4% is earmarked for procurement from MSE’s owned by SC or ST entrepreneurs and 3% is earmarked for procurement from MSE’s owned by Women entrepreneurs. In the event of failure of SC or ST or Women entrepreneurs to participate in tender or meet tender requirements/conditions regarding price the same will be sourced from other MSE enterprises.

18) The Bidder must strictly abide by the delivery and implementation schedule stipulated in the supply order. The entire project implementation, up to Go-Live, shall be completed within 70 days from the date of receipt of the Purchase Order (PO) / Letter of Intent (LOI).

19) The bidder should have submitted a copy of the income tax returns for the previous two financial years.

20) System Availability, Downtime & Penalty Matrix

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

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

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

- **Penalty Rate: 4% of implementation cost per hour beyond the 24-hour MTTR limit.**

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

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

22) LIQUIDATED DAMAGES FOR DELAY IN IMPLEMENTATION

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

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

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

Notes:

i. LD shall be the single percentage applicable to the slab into which the actual delay falls and shall **not** be cumulative across slabs.
ii. The total Liquidated Damages shall in no case exceed **7.5%** of the One-Time Implementation Cost.
iii. LD may be recovered from any bill, the Security Deposit, or the Performance Bank Guarantee.
iv. Should the LD reach the maximum cap of 7.5%, HLL reserves the right to terminate the contract, forfeit the Security Deposit, and initiate legal action to recover the actual loss suffered.

23) INDEMINITY CLAUSE:

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

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

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

1. **AMC Duration & Scope:**
    - Following the expiration of the initial 1-year warranty period, the system shall enter a **mandatory Annual Maintenance Contract (AMC)** for a period of five (5) years.
    - The AMC shall be all-inclusive, software updates, VR model modification and recalibrations.
2. **AMC Payment Terms:**
    - AMC charges shall be paid on a yearly **basis** at the end of each year upon submission of satisfactory service reports and system uptime certification certified by the designated HLL engineer.

25) The supplier agrees to supply strictly as per the order terms in respect of quantity and quality. HLL reserves the right not to accept the services beyond the delivery date given in the order.

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

27) Data Protection, Cybersecurity & DPDP Act Compliance

1. **Digital Personal Data Protection (DPDP) Act 2023 Compliance:**
    - In respect of any LPG plant VR model data processed under this contract, the Bidder shall strictly act as a **Data Processor** and process data solely under the explicit written instruction of HLL (Data Fiduciary).
    - The Bidder shall strictly adhere to all applicable provisions of the **Digital Personal Data Protection Act, 2023** and relevant cybersecurity mandates under the Information Technology Act, 2000.
2. **Data Ownership & Usage Prohibition:**
    - All VR model data remain the **sole exclusive property of HLL**.

- The Bidder shall **not** use, copy, reproduce, retain, transmit, or expose HLL's VR data to external networks, third parties, or for the training of external commercial AI/ML models.

3. **Cybersecurity Standards:**
   - **Vulnerability Management:** The vendor must patch any discovered software/firmware vulnerability within 7 business days of release at no additional charge.

29) Force Majeure

Neither party shall be liable for any failure or delay in performance to the extent caused by events beyond its reasonable control, including acts of God, natural calamities, fire, war, civil disturbance, or government action. The affected party shall notify the other in writing within [7] days and shall use reasonable efforts to mitigate the impact. If a Force Majeure event continues beyond [60] days, either party may terminate the contract on written notice.

30)Termination

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

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

SCHEDULE –D

QUESTIONNAIRE

(General information of the manufacturer / supplier)

1. Name & Address of the Supplier with :
   (a) Telephone No.
   (b) E-mail Address
   (c) Name of contact person
   (d) Whether proprietary/partnership/ Limited company.
   (e) Specify whether SSI / MSE unit
   (f) If Yes, pls specify if your unit is owned by : SC/ST /Women entrepreneur
   (g) Specify whether Startup unit :
2. How many years have you been in the business of manufacturing/selling? :
3. (a) What is your annual production capacity :
   ``````````````
   ``````````````

6. Have you been a supplier to any Condom Manufacturer, if so give details of the name, address, quantity and values of orders received and executed during the last three years? (Attach separate sheet) :

7. Kindly furnish the name and address of the Transporter through whom the rejected material is to be returned on freight to pay basis :

8. What is your Annual Turn Over during the Last 3 years? :

9. Details of Tax Registration: -

   a) GST NO :

All the information provided herein is true & correct.

PLACE: **NAME & SIGNATURE OF THE APPLICANT**

DATE : **(WITH OFFICE SEAL)**

SCHEDULE E

QUESTIONNAIRE FOR VENDOR DEVELOPMENT

(TO BE FILLED BY NEW VENDORS)

NAME OF PRODUCT:

1. Name & Address of the Manufacturer :

(a) Telephone No.
(b) E-mail Address
(c) Name of contact person
(d) (i) Whether proprietary/partnership/
Limited company.
(ii) Furnish Name/'s, address,
phone nos. of Proprietor/
Managing partner/ M.D / Director's
(e) Specify whether SSI / MSE unit
(f) If Yes, pl specify if your unit is owned by :
SC/ST /Women entrepreneur
(g)Specify whether start up unit?

2) Details of tax registration :-

a) GST No. :

3) Name & Address of your Banker(s)
Account no. :
Swift Code

4) Annual Turn over :

5) Do you have a Quality Control department. If yes, give the details of the facilities. : Yes/No

6) a) Do you have inspection for incoming materials : Yes/No

b) Do you have in process inspection facilities : Yes/No

c) Do you have final inspection of the product : Yes/No

7) Do you have any accreditation : Yes/No
(a)ISO 9001
(b)Any National/International Laboratory/Authority Certification
If 'Yes', give details along with a copy of certificate issued by them.

8) Do you have an environmental policy / ISO 14001 certification? : Yes / No
If yes, please give the details.

9) Furnish the details of testing equipments:

10) Have you been assessed previously by HLL : Yes/No

11) List of customers

a) Government Dept. / PSU's
b) Private Sector

12) Have you furnished the sample to HLL? : Yes/No

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

Place : **NAME AND SIGNATURE OF THE VENDOR**

Date : (Office Seal)

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

Recommendation/Remarks of the committee

Committee Members:

1.Head of Quality Control/Head of Technical Services and Material Testing

2.Head of User Department

3.Head of Purchase Department

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

SCHEDULE - F

Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory

DECLARATION

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

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

SEAL OF THE APPLICANT
SIGNATURE

NAME AND ADDRESS OF APPLICANT

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

SCHEDULE - G

BID SECURITY DECLARATION

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

To

VP(Procurement Services)
HLL Lifecare Limited
(A Government of India Enterprise),
Registered and Corporate Office, Poojappura, Thiruvananthapuram – 695 005,

Dear Sir,

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

Yours faithfully,

SIGNATURE OF THE BIDDER

(With seal)

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

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

PRICE BID FOR THE

Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory

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PRICE BID

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

SCHEDULE-H

PRICE SCHEDULE

#	Item Description	Quantity	Basic Amount (Rs)	GST		Total Value (Rs)
				(%)	Amount (Rs)	
1.	**Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory (Including 1 year warranty)**	1 set				
2.	**ANNUAL MAINTENANCE CONTRACT (AMC)**					
2.1	**Second Year AMC Charges (Post 1-Year Warranty)**					
2.2	**Third Year AMC Charges**					
2.3	**Fourth Year AMC Charges**					
2.4	**Fifth Year AMC Charges**					
3	**TOTAL PROJECT COST FOR COMMERCIAL EVALUATION (1+2)**					

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

Delivery schedule:

Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory

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

Place: **Name & Signature of the bidder**

Date: **(With office seal)**

Tender No: HLL/VR-PFT//2026-27/LT/85 Dated: 28.10.2026

Annexure II

Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory

AS PER THE SCOPE

NON-DISCLOSURE AGREEMENT

M/s HLL Lifecare Limited,having its registered office at (CIN ……..) Poojappura P O, Thiruvananthapuram- 695012, (hereinafter called M/s HLL) has entered into a contract with M/s(Company Name), with its registered office at (Office address), (hereinafter called M/s (Company Name in Short) for the

Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory

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

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

Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory

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

Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory

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

The Non-disclosure agreement covers the following;

a) Information relating to the

b) **DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF A VIRTUAL REALITY (VR) TRAINING SYSTEM FOR LPG PLANT OPERATIONS AND SAFETY MOCK DRILLS AT PEROORKADA FACTORY**shall not be disclosed by M/s (Company Name) to any agency or any other persons not officially concerned with such process. The undue use by M/s(Company Name) of confidential information related to the process may be treated as breach of confidentiality and dealt with accordingly. Except with the prior written consent of M/s HLL, M/s (Company Name) shall not at any time communicate either in hard copy form or electronic means or in any other mode to any other organization, person or entity any confidential information acquired in the course of the contract.

c) Neither Party will disclose to any third party without the prior written permission consent of the other party any confidential information which is received from the other party for the purpose of providing or receiving services.

d) Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from other party shall only be used for the purpose of providing or receiving services under the above referenced contract for

e) **DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF A VIRTUAL REALITY (VR) TRAINING SYSTEM FOR LPG PLANT OPERATIONS AND SAFETY MOCK DRILLS AT PEROORKADA FACTORY**

f) In this agreement "Confidential Information" shall mean any information relating to the Disclosing Party's business, commercial information or any information of a technical nature comprising inter

alia products, processes, methodologies, frameworks, models, ideas, interpretations, Legal, technical and other documents, manuals, tariffs, standards, software, discs, reports, research, working notes, papers, data or information in wired or wireless mode, drawings, layout , data and techniques used by/owned by "HLL Liifecare Limited" in connection with

g) DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF A VIRTUAL REALITY (VR) TRAINING SYSTEM FOR LPG PLANT OPERATIONS AND SAFETY MOCK DRILLS AT PEROORKADA FACTORY

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

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

1. Subject to Clause 8 below, the Recipient will keep the Confidential Information strictly confidential and will not disclose it to any third party without the Disclosing Party's prior written consent, at any point of time.
2. Confidential Information will be disclosed only to those personnel and permitted assigns of the Recipient who need access to the Confidential Information for the proper performance of their duties in relation to the project and only to the extent necessary for the purpose of **DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING, AND Commissioning OF A VIRTUAL REALITY (VR) TRAINING SYSTEM FOR LPG PLANT OPERATIONS AND SAFETY MOCK DRILLS AT PEROORKADA FACTORY**
3. The Recipient, will solemnly take required steps appropriately in all means to ensure that all personnel to whom access to the Information is given are aware of its confidentiality and that they are bound by restrictions at least as onerous as those placed on the Parties by the terms of this agreement.
4. The Parties acknowledge that some or all of the Information is or may be price sensitive information and that the use of such information may be regulated or prohibited by applicable legislations and the Recipient undertakes not to use any such Information for any unlawful purpose. On acquiring any Confidential Information, the Recipient shall comply with all applicable laws in India in relation to insider trading and otherwise the acquisition of securities.
5. The Recipient agree to indemnify and hold harmless the Disclosing Party, its partners and staff and any of the Disclosing Party's clients to whom the Information relates against all loss, damage and expense (including legal expenses relating to any actions, proceedings and claims brought or

threatened) of whatsoever nature and howsoever arising out of any breach by the Recipient of the confidentiality obligations under this Agreement.

6. Confidential Information disclosed to the Recipient will be used solely for the purpose of with **DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF A VIRTUAL REALITY (VR) TRAINING SYSTEM FOR LPG PLANT OPERATIONS AND SAFETY MOCK DRILLS AT PEROORKADA FACTORY**

7. The Recipient shall establish and maintain all reasonable security measures to provide for the safe custody of the Information in whatever form it may be and to prevent unauthorized access to it.

8. This Agreement shall remains in effect for the implementation period plus 1 year warranty from the Effective Date of this Agreement ("Term"). On completion of implementation of **Design, Development, Supply, Installation, Testing, and Commissioning of a Virtual Reality (VR) Training System for LPG Plant Operations and Safety Mock Drills at Peroorkada Factory**

9. the Recipient shall return all the Confidential Information disclosed to the Recipient and any copies thereof in whatever form it may be including soft copies, electronic forms to the Discloser.

10. The obligations contained above shall not apply to any Information which

a. is or subsequently comes into the public domain otherwise than through a breach of this agreement;

b. is already rightfully in the Recipient's possession;

c. is obtained by the Recipient from a third party without any restriction on disclosure;

d. The Recipient required to disclose by law or professional or regulatory obligation with the Disclosing Party's prior written consent.

11. Each party shall be responsible for any breach of this Agreement by any of their respective Representatives. If the Recipient becomes aware of any breach of confidence or threatened breach of confidence by any of the Recipient's direct employees or provisional employees including trainees or agents or sub-contractors, the Recipient will promptly notify the Disclosing Party of the same and give the Disclosing Party all reasonable assistance in connection with any proceedings which the Disclosing Party may institute against such persons. In case of breach of confidence, the damages will be assessed by the discloser and compensation claimed from the recipient as per the suitable laws as applicable in India including Indian Penal Code, Information Technology Act 2000, DPDP Act, Intellectual Property law, Indian Contract Act, company laws and the jurisdiction for all such proceedings will be at the courts at Thiruvananthapuram.

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

For M/s HLL Lifecare Limited	For M/s (Company Name)
Head	Business Head
Witness: 1	Witness: 1
Witness: 2	Witness: 2