

EXPRESSION OF INTEREST DOCUMENT FOR

EMPANELMENT OF SERVICE PROVIDERS FOR MOBILE MEDICAL UNITS / AMBULANCE OPERATIONS

Eoi No: HLL/HCS/EOI/2025-26/05 Dated 20.09.2025



(CIN : U25193KL1966GOI002621)

HLL Bhavan, Poojappura, Thiruvananthapuram -695012, Kerala, India

Tel: 0471 2775500, 2354949

Website – www.lifecarehll.com

DISCLAIMER

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this EOI enquiry document. All information contained in this Notice Inviting EOI (NIT) provided / clarified are of 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 EOI enquiry document or subsequently provided to Bidder(s), whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this EOI enquiry 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 EOI enquiry document, the interested firms shall satisfy themselves 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 EOI enquiry document is complete in all respects and firms submitting their bids are satisfied that the EOI enquiry document is complete in all respects. If a bidder needs more information than what has been provided, the potential bidder is solely responsible for seeking 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 reserves the right to reject any or all of the applications submitted in response to this EOI enquiry 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 RFQ. HLL reserve their right to not to proceed with the project or to change the configuration of the project, to alter the timetable reflected in this document or to change the process or procedure to be applied in planning/execution. They also reserve their right to decline to discuss the project further with any party submitting the EOI.

HLL reserves the right to change/modify/amend any or all of the provisions of this EOI enquiry document. Such changes would be posted on the website of HLL (www.lifecarehll.com) and the CPP portal. 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 for 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 RFQ document, any matter deemed to form part of this EOI enquiry document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

**Notice Inviting Expression of Interest (Eoi) For Empanelment of Service Providers for MMU/
Ambulance Operations for HLL Lifecare Limited**

HLL Life care Limited, a Government of India Enterprise, invites Expression of Interest (EOI) from reputed firms to get empaneled as Service Providers (SP's) for assisting HLL in implementation of upcoming projects in Mobile Medical Units/Ambulance operations at various locations across India.

EOI No	:	HLL/HCS/EOI/2025-26/05 Dated 20.09.2025
EOI PUBLISHING DATE	:	20.09.2025
Date & Place of Pre-bid meeting	:	29.05.2025, 11.00 HRS HLL BHAVAN, Poojappura , Thiruvananthapuram Google Meet joining link: https://meet.google.com/zhb-obpc-cjf
EOI DOCUMENT FEE	:	Rs. 5900 including GST
Bid security/EMD Amount	:	Rs. 5,00,000
LAST DATE AND TIME FOR RECEIPT OF EOI	:	13.10.2025, 14.00 HRS
TIME AND DATE OF OPENING OF THE EOI	:	14.10.2025, 14.00 HRS
PLACE OF OPENING OF EOI	:	HLL LIFECARE LIMITED HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO – 0471 2354949
ADDRESS FOR COMMUNICATION	:	AVP i/c & BUSINESS HEAD (HCS) HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED, HLL BHAVAN, POOJAPPURA THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO – 0471 2354949
EMAIL ID	:	hcstenders@lifecarehll.com

**ASSOCIATE VICE PRESIDENT i/c & BH (HCS)
HEALTHCARE SERVICES DIVISION**

For MSME registered bidders, the proof of registration in the line of work and monetary limit shall be attached. The EOI documents will be free of cost for them, and such bidders will be exempted from EMD.

Preference to Make in India products (For bids < 200 Crore): Preference shall be given to Class 1 local Service Provider as defined in Public Procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local Service Provider will be as defined in Public Procurement (Preference to Make in India), Order 2017.

If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor and if the OEM is a company then by a practicing cost accountant or a chartered accountant for OEM's other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 16.09.2020. Only Class-I and Class-II Local Service Providers as per MII order dated 16.9.2020 will be eligible to bid. Non - Local Service Providers as per MII order dated 16.09.2020 is not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

Bidders quoting equipment manufactured in countries sharing land border with India: Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non- consultancy services) or works (including turnkey projects) only if the bidder is registered with Competent Authority, as specified in Annex I of order F.No.6/18/2019-PPD dated 23-July- 2020 and bidder must comply with all provisions mentioned in the order with subsequent amendment/modifications, if any. Said order is available for download from the website of Department of Expenditure (DoE), Public Procurement Division, Ministry of Finance.

SECTION-1 INSTRUCTIONS TO BIDDERS (ITB)

1. COMPANY BACKGROUND

HLL Lifecare Limited (HLL) is a Government of India “Mini Ratna” Public Sector Enterprise, under the Ministry of Health and Family Welfare, Government of India. Over the years, HLL has grown to serve many new areas in the field of healthcare in India in addition to manufacturing of contraceptives, and medical products.

HLL’s purpose of business is “to be a globally respected organization focusing on inclusiveness by providing affordable and quality healthcare solutions through continuous innovations”. In its quest to become a comprehensive healthcare solutions provider, HLL had diversified into hospital products and healthcare services, while nurturing its core business of providing quality contraceptives.

Healthcare Services Division (HCS)

The Healthcare Service Division (HCS) of HLL, with the brand name **HINCARE**, is providing a range of services in healthcare domain including hospital management services. Its area of interest includes health-screening programs, emerging new technologies in healthcare, Digital Health Projects under the Ayushman Bharat Digital Mission (ABDM) umbrella. This encompasses the provision of both technical, non-technical and specialized manpower to fulfil the comprehensive requirements of healthcare facilities. Services such as dialysis, blood bank operations and management and ICU management will also fall under its purview, ensuring holistic support for healthcare delivery nationwide.

2. INTRODUCTION

HCS is planning to enter the Mobile Medical Unit (MMU) and emergency response services sector to enhance last-mile healthcare delivery in underserved and remote areas. The initiative aims to support government health programs, particularly under National Health Mission (NHM) and various other agencies by offering turnkey solutions including fully equipped mobile clinics, qualified medical staff, point-of-care diagnostics, telemedicine, and digital health record systems. Through strategic partnerships and phased implementation, HLL seeks to bridge healthcare access gaps, promote preventive care, and contribute to universal health coverage across India.

There are numerous projects in the pipeline and the division intends to associate them with reputed entities who have proven track records and necessary infrastructure in this field. A participant who meets the eligibility criteria will be empaneled as Service Provider for this business segment. Through this arrangement HLL intends to develop a strong future business segment capitalizing on both the parties operational capabilities and experiences.

3. SCOPE OF EOI

The Healthcare Services Division of HLL Lifecare Limited invites Expression of Interest from eligible applicants for empanelment as Business Associates/Service Providers across India for the supporting HLL in their future Mobile Medical Unit (MMU) services, emergency response units/ambulances services and related projects as detailed below.

Scope of MMU Services projects encompasses the end-to-end delivery of essential primary and preventive healthcare services to underserved remote, tribal, and urban slum populations. This includes providing and operating fully equipped medical vans staffed with healthcare professionals including doctors, paramedical and other staff to offer diagnostics, treatment, immunization, maternal and child health services, non-communicable disease screening, and emergency care. Scope also includes logistical planning, community mobilization, health awareness, real-time data reporting, and integration with government health schemes such as NHM, RBSK, and Ayushman Bharat etc. The scope of emergency response/ambulance service projects encompasses providing services to ensure timely and efficient emergency medical care and transportation. This includes responding to a wide range of medical emergencies and ensuring patients receive appropriate on-site treatment and prompt transfer to healthcare facilities.

HLL intends to execute Public-Private Partnership (PPP) and Corporate Social Responsibility (CSR) projects on the above-mentioned scope in strengthening last-mile healthcare delivery and contributing to universal health coverage goals. Through this EOI, HLL plans to engage in supporting in the execution of reliable and experienced services providers who have proven track record, the same

The obligation of the Service Provider includes supporting HLL in the following activities (list is not exhaustive):

- a. Supporting HLL in execution of PPP/CSR and other projects.
- b. Provision and deployment of MMUs/Ambulances as per client requirements
- c. Support in Operations and Management of MMUs/Ambulances
- d. Facilitation of Medical operations and Service delivery
- e. Skilled Manpower deployment

- f. Providing required Medical Equipment, Drugs, laboratory consumables etc
- g. IEC and community engagement
- h. Arranging related digital health activities, IT infrastructure and data management
- i. Reporting and monitoring
- j. Any other related services

The Detailed scope is attached as Annexure-1

This EOI and further empanelment do not guarantee any confirmation of any procurement of services as it depends solely on the discretion of HLL Lifecare Ltd.

HLL encourages prospective SP's to express interest, who could take up services under the categories to be rendered to the health facilities. This has to be specifically mentioned in the EOI Submitted with any relevant experience in the same.

3.1. Scope of Service Provider (SP)

- Support HLL in execution of its MMU/Ambulance projects as per the scope of work assigned
- Incur the capital expenses of the projects including the turnkey work of the project as per the requirement of HLL as and when the projects are assigned by the principals.
- Meet the operational and recurring expenses during the day-to-day execution of the project if required by HLL.
- Maintain the quality standards and the SOP's as decided and agreed at the commencement of the Project
- Meet all statutory and regulatory guidance and requirements or as advised by HLL.
- Business development in public and private sectors.
- Other related activities as per the requirement of HLL or its clients

3.2. Scope of HLL

- The complete Strategic Design, Planning, Operations and Execution of the project.
- Obtain the regulatory compliances in the name of HLL
- Maintain the quality standards and the SOP's as decided and agreed at the commencement of the Project
- Business development in public and private sectors.
- Routine Reports and Coordination with all stakeholders.

4. SELECTION PROCESS

- a) The tentative Service Providers, who meets the terms and conditions of this EOI shall be evaluated and empanelled category wise as detailed below
 - a.1) Evaluation Committee will primarily scrutinise the participants conformance to qualification criteria as per clause no, 5 with satisfactory submission of documents as per clause no. 7
 - a.2) All eligible participants who meets the qualification criteria as detailed in this document will be empaneled as Service Providers (SP).
- b) Post empanelment, as and when requirement arises, separate Request for Quotes (RFQ) will be floated seeking the financial bids from the empanelled SPs for each project. SPs shall analyze the project and do the necessary study and survey to submit a financial offer to HLL. (Cost of all such surveys and analysis has to be borne by the business associate). Financial quote shall offer SPs the best lowest financial offer for execution and completing the obligations against the scope of work under the project as detailed in RFQ. In case revenue share model is adopted, then HLL reserves right to retain minimum 8% of revenue share. In the revenue share model all the expenses and statutory dues incurred by HLL will be debited to SP.
- c) HLL may form consortium/joint venture for execution of project. Selected SP will be responsible for end-to-end implementation of project in association with HLL and shall bear the costs involved in the execution of projects.
- d) HLL will have the right to reject proposals if they are found to be unacceptable.

5. QUALIFICATION CRITERIA AND OTHER TERMS & CONDITIONS

5.1. Prequalification Criteria

a.	The participant of this EOI must be a legal Entity (a Company/ public limited by shares/Society/Proprietorship/Partnership firm/ Trust registered under applicable Act in India/ Government-owned enterprise or institution). Bidder should be registered with the GST Authorities and should have a valid PAN number. Bidder should submit valid copies of the following: <ol style="list-style-type: none"> a) GST Registration b) IT PAN Card c) Certificate of incorporation of equivalent
b.	Participating entities should have minimum average annual financial turnover of Rs. 10 Crores during previous 3 financial years ending on 31 st march, 2025. (FYs 2022-23, 2023-24,2024-25). (in case FY 2024-25 financial statements are not audited,

	then provisional financials certified by chartered accountant needs to be submitted)
c.	The participant should be in the business and operating in the field of healthcare services for last 03 (Three) Financial Years (i.e. 2022-23, 2023-24, 2024-25) and have minimum 3 years of continuous experience during last five financial years in operation, maintenance and management of mobile medical units/ mobile medical vans/ mobile health units and / or Ambulances for any Government / State NHM / PSUs/ other. Participants need to submit certificate from statutory auditor or a chartered accountant certifying this.
d.	The participants should have experience in operating and maintaining a minimum of 30 Mobile medical units and/or 30 Basic/Advanced Life Support (BLS/ALS) ambulances/all sites using MMU for preventive healthcare checkup providing services within last 5 years for any Government / State NHM / PSUs/ others.
e.	The Net Worth of the bidder shall be positive in the last 3 financial years (FYs 2022-23, 2023-24, 2024-25). Turn over certificate, Balance sheet and P&L Account duly certified by a Chartered Accountant for the last 3 financial year shall be submitted along with the EOI as a proof for positive net-worth
f.	The applicant shall have all regulatory clearances/licenses for performance of the services under scope of work. Also participants shall be registered with the appropriate authority of GST, EPF & ESIC and copy of GST, EPF, ESIC registration and PAN card shall be furnished.
g.	The participant or any consortium members who stands de-recognized/debarred/banned/blacklisted by any State Government / Central Govt. Organization /State Medical Corporations/ Director Health Services and or convicted by any court of law in India can't participate in this EOI during the period of de-recognition / debarment/ Banned/blacklisted.
h.	The firm/directors shall not have any criminal record or should not have been convicted by any court of law in India. Parties shall give a declaration to this effect.

6. SUBMISSION OF EOIS

6.1. The Interested participant shall submit their EOI online only through the Government e-Procurement portal (URL: <https://etenders.gov.in/eprocure/app>) as per the procedure laid down for e-submission as detailed in the web site. For e tenders, the interested participants shall download from the portal. The participants shall fill up the documents and submit the same online using their Digital Signature Certificate. On successful submission of Eois, a system generated receipt can be downloaded by the participants for

future reference. Copies of all certificates and documents shall be uploaded while submitting the EOI online.

6.2. The tender is invited in 2 Envelope system from the registered and eligible firms at CPP Portal.

a) Envelope - I (EOI Fee and EMD):

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

Account No	:	00630330000563
IFSC Code	:	HDFC0000063
Bank Name	:	HDFC BANK
Branch Name	:	Vazhuthacaud

Document of the above transactions completed successfully by the participants, shall be uploaded separately while submitting the EOIs online.

NOTE

If required HLL may ask participants for conversion of EMD to Performance Security/Security Deposit post empanelment.

b) Envelope -II(Technical Offer):

Technical Offer should contain dully filled, signed and scanned soft copy documents as mentioned in Instructions to Bid (ITB) - Documents to be submitted along with the EOI (clause -7).

Note:-

- a. HLL Lifecare Limited reserves the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then HLL shall take the following action:
 - i. The agency shall be liable for debarment from EOI in HLL Lifecare Limited, apart from any other appropriate contractual /legal action.
- b. On demand of the EOI Inviting Authority, this whole set of certificates and documents shall be send to the EOI Inviting Authority's office address (as given in the NIT) by registered post/Speed post of India Post in such a way that it shall be delivered to the EOI Inviting Authority before the deadline mentioned. The EOI Inviting Authority reserves the right to reject any EOI, for which the above details are not received before

the deadline.

- c. The EOI Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the participants during the e-procurement process.

7. DOCUMENTS TO BE SUBMITTED ALONG WITH THE EOI:

- Signed copy of EOI Document (all pages of EOI document to be signed & stamped) by the participant as token of acceptance of the Terms & Conditions.
- EOI document fee & EMD Payment details
- ANNEXURE-1 EOI form
- ANNEXURE-2 - SELF DECLARATION – COMPLIANCE TO RULE 144 (XI) OF GFR 2017
- ANNEXURE-3 - SELF DECLARATION – MAKE IN INDIA PREFERENCE
- ANNEXURE-4 - Signed Integrity pact Agreement
- ANNEXURE-5 - Details of similar projects done during previous five years with along copies of work order/ MoU/Agreements
- Copy of GST registration certificate
- Copy of Certificate of incorporation/partnership deed /any statutory registration establishing as legal entity
- Copy of PAN Card / Exemption certificate from Income Tax Department
- Turnover Certificate and Net worth Certificate for last three financial year from Chartered Accountant
- Audited balance sheet and Profit and Loss statement for last three years
- Documents as stated in Eligibility criteria for the category applicable substantiated with work orders/ client certifications
 - Proof of years of experience in healthcare field
 - Proof of experience and number of MMUs/Ambulances operated in the past projects
- Copy of EPF and ESIC registration Documents/ details
- Power of attorney for signatory of EOI in Rs.200 stamp paper duly notarized
- A brief about participant's firm including
 - Background about the Firms, legal status of the company, number of staff, turnover and years in business etc.
 - list of equipment owned and being used by the applicant at sites mentioned for qualifying criteria
 - The Core Competencies/ Core Area of working of the Organizations.
 - Experience in India, and/or other key markets.

- If required HLL may call for a presentation for assessment of capabilities.
- Declaration regarding criminal record or conviction by any court of law in India or abroad of the firm/Directors and pending legal cases.
- Declaration stating that firm is not de-recognized/debarred/banned/blacklisted by any State Government / Central Govt. Organization /State Medical Corporations/ Director Health Services and or convicted by any court of law non conviction in any illegal activities.
- All the documents as required under clause no. 5. Evaluation criteria of section-1, ITB.

8. GENERAL INSTRUCTIONS TO PARTICIPANTS:

- 8.1 This EOI is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>
- 8.2 EOI documents can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-EOI shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
- 8.3 The EOI and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
- 8.4 The EOI process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring participants may download and go through the EOI document.
- 8.5 All EOI documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. EOIs/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late EOIs will not be accepted.
- 8.6 The complete EOI process is online. Participants should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of EOIs. 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 EOIs for evaluation purpose and shall be treated as non-responsive and shall be rejected.

- 8.7 Participants 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, Participants may contact the help desk numbers & email ids mentioned at the e-tender portal.
- 8.8 Participants are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the EOI Enquiry Document.
- 8.9 The participants are required to submit soft copies of their EOIs electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the participants in registering on the CPP Portal, prepare their EOIs in accordance with the requirements and submitting their EOIs online on the Government eProcurement Portal.
- 8.10 Registration
- Participants 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.
 - As part of the enrolment process, the participants will be required to choose a unique user name and assign a password for their accounts.
 - Participants 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.
 - 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 participants 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.
 - Upon enrolment, the participants 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.

- vi. 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.
- vii. 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 participants, who submit their EOIs for this EOI 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 EOI.
- viii. Only those participants having a valid and active registration, on the date of EOI submission, shall submit EOIs online on the e-procurement portal.
- ix. Only one valid DSC should be registered by a bidder. Please note that the participants are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- x. Ineligible bidder or participants who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this EOI.

8.11 Searching for EOI Documents

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

8.12 Preparation of EOI

- a) Bidder should take into account any corrigendum published on the EOI document before submitting their EOIs.
- b) Before the deadline for submission of EOIs, the Tender Inviting Authority may modify the EOI document by issuing addenda.
- c) Any addendum thus issued shall be a part of the EOI documents which will be published in the e-tender website. The Tender Inviting Authority will not be responsible for the prospective participants not viewing the website in time.
- d) If the addendum thus published does involves major changes in the scope of work, the EOI Inviting Authority may at his own discretion, extend the deadline for submission of EOIs for a suitable period to enable prospective participants to take reasonable time for EOI preparation taking into account the addendum published.
- e) Please go through the EOI document carefully to understand the documents required to be submitted as part of the EOI. Please note the number of covers in which the EOI 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 EOI.
- f) Bidder, in advance, should get ready the EOI documents to be submitted as indicated in the EOI document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. EOI documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- g) 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 EOI, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the participants. Participants 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 EOI, and need not be uploaded again and again. This will lead to a reduction in the time required for EOI submission process.
- h) Note: My Documents space is only a repository given to the Participants 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 offer.

- 8.13 More information useful for submitting online EOIs on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
- 8.14 EOI participants are required to upload the digitally signed file of scanned documents. EOI 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.
- 8.15 Any queries relating to the process of online EOI 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: -
- 8.16 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 Participants are requested to prefix +91 as country code
E-Mail Support: For any Issues or Clarifications relating to the published EOIs, participants are requested to contact the respective EOI Inviting Authority
Technical - support-eproc@nic.in, Policy Related - cppp-doe@nic.in
- 8.17 Participants are requested to kindly mention the URL of the portal and EOI ID in the subject while emailing any issue along with the contact details.
- 8.18 Any queries relating to the EOI document and the terms and conditions contained therein should be addressed to the EOI Inviting Authority for a EOI or the relevant contact person indicated in the EOI. Address for communication and place of opening of EOIs:
Associate Vice President i/c & BH (HCS)
Healthcare Services Division
HLL Lifecare Limited
HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,
Kerala, India
Tel: +91 4712354949 ,Email – hcstenders@lifecarehll.com
- 8.19 The EOIs shall be opened online at the Office of the AVPi/c &BH (HCS) in the presence of the Participants/their authorized representatives who wish to attend at the above address. If the EOI opening date happens to be on a holiday or non-working day due to any other valid reason, the EOI opening process will be done on the next working day at same time and place.

- 8.20 More details can be had from the Office of the AVPi/c &BH (HCS) during working hours. The EOI Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the participant during the e-procurement process.
- 8.21 A firm/ participants shall submit only one offer against this EOI process. A participants (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one EOI will cause all the proposals in which the participant has participated to be disqualified.
- 8.22 Online EOI Process:
The EOI process shall consist of the following stages:
- i. Downloading of EOI document: EOI document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
 - ii. Pre-bid meeting: 29.09.2025. at 11.00 hrs at the office of Associate Vice president (HCS)i/c, HLL Lifecare Limited, HLL Bhavan, Poojappura, Thiruvananthapuram - 695012, Kerala, India. Participants can also join through Video conference link given in the Notice inviting EOI.
 - 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. EOI submission: Participants have to submit their EOIs along with supporting documents to support their eligibility, as required in this EOI document on Government e-procurement portal. No manual submission of EOI is allowed and manual EOIs shall not be accepted under any circumstances.
 - v. Opening of EOI and empanelment: The technical EOIs will be opened, evaluated and empaneled as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification.

8.23 EOI Processing Fees and Bid Security (EMD):

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

Account No	:	00630330000563
IFSC Code	:	HDFC0000063
Bank Name	:	HDFC BANK
Branch Name	:	Vazhuthacaud

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

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

The participants who failed to submit the tender fee and EMD before the submission deadline will be considered as technically non responsive.

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

8.25 In case, it is found during the evaluation or at any time before placing of PO or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the participant or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare as deemed fit.

8.26 Conditional EOIs and EOIs not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.

8.27 HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the participants and to carry out the capability assessment of the participants and the HLL Lifecare Limited's decision shall be final in this regard.

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

8.29 Submission Process:

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

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

9. CLARIFICATION OF EOIS

- 9.1 To assist in the examination, evaluation, and comparison of EOIs, the EOI Inviting Authority may ask the participant for required clarification on the information submitted with the EOI. The request for clarification and the response shall be in writing or by e-mail.
- 9.2 No participant shall contact the EOI Inviting Authority on any matter relating to the submitted EOI from the time of the EOI opening to the time the contract is awarded. If the participant wishes to bring additional information to the notice of the EOI Inviting Authority, he shall do so in writing.

10. EOI VALIDITY

- 10.1. EOI shall remain valid for the period of 5 years from the date of empanelment. EOI valid for a shorter period shall be rejected by HLL as non-responsive.
- 10.2. In exceptional circumstances, prior to expiry of the original EOI validity period, the EO inviting Authority may request the participants to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by email. A participant may refuse the request without forfeiting its bid security (if applicable). A participant agreeing to the request will not be required or permitted to modify its EOI, but will be required to extend the validity of its bid security (if applicable) for the period of the extension.

11. BID SECURITY (EMD)

- 11.1. The interested participant shall furnish, as part of his EOI, a Bid Security for an amount as detailed in the Notice Inviting EOI (NIT)/EOI. For e-tenders, Interested participants shall remit the Bid Security using the payment options given in e-tender under Government e-Procurement system only.
- 11.2. Each EOI must be accompanied by EMD. Any EOI not accompanied by an acceptable Bid Security (EMD) shall be rejected as non-responsive.
- 11.3. The Bid Security (EMD) of the unsuccessful participant shall become refundable as

promptly as possible after finalization of the EOI.

11.4. The Bid Security (EMD) of the successful Bidder will be discharged when the participant has furnished the required Security Deposit and acceptance of LOI/Work order.

11.5. The Bid Security may be forfeited:

(a) If a participant:

- Changes its offer/EOI during the period of EOI validity or during the validity of the contract.
- Does not accept the correction of errors

(b) In the case of the successful participant, if the participant fails:

- To sign the Agreement
- To accept the Notification of award/Letter of Indent/ Purchase order and/or submit the security deposit.
- To acknowledge the Notification of award/Letter of Indent/ Purchase order within 5 days from the date of issue by sending the signed copy of the same.

11.6. In such cases the work shall be rearranged at the risk and cost of the selected participant

11.7. The Bid Security deposited will not carry any interest.

12. EOI PROCESSING FEE

12.1. The mode of remittance of Tender processing Fee shall be the same as detailed for remitting Bid Security (EMD). For e-tenders, interested participants shall remit the EOI fee using the payment options as mentioned in the e-tender in Government eProcurement portal only.

12.2. Any EOI not accompanied by the EOI processing Fee as notified, shall be rejected as nonresponsive.

12.3. EOI processing Fee remitted will not be refunded.

13. ALTERATIONS AND ADDITIONS

13.1. The EOI shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the participant, in which case such corrections shall be initialled by the person or persons signing the EOI.

13.2. The Interested participant shall not attach any conditions of his own to the EOI. The offer documents must be based on the EOI documents. Any participant who fails to

comply with this clause will be disqualified.

14. DEADLINE FOR SUBMISSION OF THE EOI FOR INTERESTED PARTICIPANTS

- 14.1. EOI shall be received only online on or before the date and time as notified in EOI.
- 14.2. The EOI Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of EOIs, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The participant will not be able to submit his EOI after expiry of the date and time of submission of EOI (server time).
- 14.3. Modification, Resubmission and Withdrawal of EOIs

Resubmission or modification of EOI by the participants for any number of times before the date and time of submission is allowed. Resubmission of EOI shall require uploading of all documents afresh.
- 14.4. If the participant fails to submit his modified EOIs within the pre-defined time of receipt, the system shall consider only the last EOI submitted.
- 14.5. The participant can withdraw his/her EOI before the date and time of receipt of the EOI. The system shall not allow any withdrawal after the date and time of submission.

15. EOI OPENING AND EVALUATION

- 15.1. EOIs of Interested participants shall be opened on the specified date & time, by the EOI inviting authority or his authorized representative in the presence of participants or their designated representatives who choose to attend.
- 15.2. EOI Opening Process

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

Envelope - I: Envelope- I Opening date shall be technical bid opening date as mentioned in Notice Inviting EOI/ EOI Document. (Envelope – I shall contain scanned copy of EOI Fees and EMD).

Envelope - II: Opening date shall be technical bid opening date as mentioned in Notice Inviting EOI /EOI document. The intimation regarding acceptance / rejection of their EOIs will be intimated to the contractors/firms through e-tendering portal.

- 15.3. If any clarification is needed from participant about the deficiency in his uploaded documents in Envelope- I, he will be asked to provide it through CPP portal. The

participants shall upload the requisite clarification/documents within time specified by HLL Lifecare Limited, failing which tender will be liable for rejection. In extraordinary circumstances the participants may be requested to submit the deficient documents intimated through the e-tendering portal additionally by e-mail (As mentioned in the NIT)

- 15.4. In the event of the specified date of EOI opening being declared a holiday for HLL, the EOIs will be opened at the same time on the next working day.

16. CONFIDENTIALITY

- 16.1. Information relating to the examination, clarification, evaluation, and comparison of EOIs and recommendations for the award of a contract shall not be disclosed to Participants or any other persons not officially concerned with such process until the award has been announced in favour of the successful participants.
- 16.2. Any effort by participants to influence the Purchaser during processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Participants' bid.
- 16.3. The empaneled strategy partners shall not disclose/divulge the information provided in this EOI or subsequent request for quotes in any manner to any third party and treat it as most confidential.

17. EXAMINATION OF EOIS AND DETERMINATION OF RESPONSES

- 17.1. During the EOI opening, the EOI Inviting Authority will determine for each EOI whether it meets the required eligibility as specified in the note inviting EOI.
- 17.2. A substantially responsive EOI is one which conforms to all the terms, conditions, and requirements of the EOI documents, without any deviation or reservation only will be considered.
- 17.3. Non submission of legible or required documents or evidence may render the EOI non-responsive.

18. HLL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL EOIS

- 18.1. HLL reserves the right to accept or reject any EOI, and to annul the EOI process and reject all EOIs at any time prior to award Contract award, without thereby incurring any liability to the affected bidder or participants.
- 18.2. HLL does not bind itself to accept the lowest or any EOI and reserves the right to reject any or all EOIs at any point of time prior to the issuance of the Notice of award/Letter of intent/Purchase order without reason whatsoever.

- 18.3. HLL reserves the right to resort to retendering without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection. The purchaser reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised EOIs from the participants due to such changes, if any.
- 18.4. Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the participant from its empanelment.
- 18.5. HLL reserves the right to accept or reject any EOI and annul the EOI process and reject all EOIs at any time prior to award of contract without thereby incurring any liability to the affected bidder or participants or any obligation to inform the affected bidder or participants of the ground for the purchaser's action.

19. EMPANELMENT

- 19.1. Qualified parties will be empaneled from the date of Notification of Award.
- 19.2. The EOI Inviting Authority reserves the right to accept or reject any EOI and to cancel the EOI process and reject all EOIs at any time prior to the empanelment, without thereby incurring any liability to the affected Bidder or Participants.
- 19.3. Empanelment will be initially valid for a period of 36 months from the date of Notification of Award and the same can be extended after reviewing the performance.
- 19.4. Name of the Service Provider may be removed from the approved empanelment list if the firm:
- a) has failed to execute a contract or as executed it unsatisfactorily; or
 - b) in case of bankruptcy or for activities detrimental to the interest of HLL or
 - c) persistently violates any important conditions of the contract; or
 - d) fails to abide by the conditions of empanelment; or
 - e) is found to have given false particulars at the time of empanelment; or
 - f) has indulged in any type of forgery or falsification of records; or
 - g) is declared or is in the process of being declared bankrupt, insolvent, wound up, dissolved or partitioned; or
 - h) persistently violates the labour regulations and rules, or
 - i) is involved complaints of serious nature received from other departments which prima facie appear to be true.
 - j) Default in settlement of tax dues like income tax, Contract tax, sales tax, octroi, duties, GST, any statutory compliance etc.
 - k) Ceases to fulfill eligibility criteria based on which enlistment is considered.
 - l) If the party is debarred/blacklisted/banned by any of the authorities / organization / companies.
 - m) Not meeting the desired business objectives of empanelment.

20. CONFLICT OF INTEREST

- 20.1. The selected Service Providers shall not engage in activities that are in conflict with interest of the client (HLL) under the assignment and they would not engage in any contract that would be in conflict of interest with their current obligations. The selected Service Provider that has a business of family relationship with such members of HLL staff who are directly or indirectly involved in this assignment will not be awarded the assignment.
- 20.2. Post empanelment, after participating in request for financial quotes floated by HLL against a particular business opportunity/project/tender, empanelled strategy partners must refrain from competing with HLL for that business opportunity in any manner.

21. TERMINATION

- 21.1. Empanelment will be terminated on completion of period mentioned in the agreement and upon completion of all obligations by the parties. HLL reserves the right to terminate/ cancel the Notification of award/ agreement/empanelment at any time for any reason without any liability on HLL. HLL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, terminate the Contract in whole or part; if the Service Provider fails to perform any obligation(s) under the empanelment. In such event the Service Provider will be liable for all the consequent losses to HLL.

22. COURT JURISDICTION

- 22.1. In the event of any dispute arising out of this agreement, the parties agree that the courts of Thiruvananthapuram, Kerala alone will have exclusive jurisdiction.

23. ARBITRATION

- 23.1. Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre (“IIAC”) in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations 2023 (“IIAC Regulations”) for the time being in force, which regulations are deemed to be incorporated by reference in this clause.
- 23.2. The place / seat of the arbitration shall be Thiruvananthapuram, India, The Tribunal shall consist of one arbitrator. The law governing the arbitration agreement shall be Indian Law. The language of the arbitration shall be English.

24. INDEMNITY

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

25. GOVERNING LANGUAGE

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

26. INTEGRITY PACT

- 26.1. Pre-Contract Integrity Pact and Independent External Monitor

The Integrity pact annexed shall be part and parcel of this document and has to be signed by participant(s) at the pre-tendering stage itself, as a pre EOI obligation and should be submitted along with the EOI. All the participants are bound to comply with the Integrity Pact clauses. EOIs submitted without signing Integrity Pact will be ab initio rejected without assigning any reason.

The Integrity pact annexed shall be part and parcel of this document, and has to be signed by participants(s) at the pre-tendering stage itself, as a pre-EOI obligation and should be submitted along with the EOI. All the participants are bound to comply with the Integrity Pact clauses. EOIs submitted without signing Integrity Pact will be ab initio rejected without assigning any reason.

The email id of the Independent External Monitor for HLL is given below.

Email id: iemhll@lifecarehll.com

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

- 27.1. Any participant from a country which shares a land border with India will be eligible to bid in this EOI only if the participant is registered with Competent Authority, as per

order no F.No.6/18/2019-PPD dated 23-July-2020 (Rule 144 (xi) of GFR) inclusive of the latest amendments issued by Ministry of Finance, GOI at Appendix of this bidding document. The participant must comply with all provisions mentioned in this order. A self-declaration (as per format provided in Annexure 2) with respect to this order must be submitted.

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

- 28.1. MSME/ Startups - Statutory exemptions as per relevant guidelines shall be applicable for MSE/Startup vendors. However, the preferences with respect to MSME shall not be applicable who are only involved the trading of the product under the scope of this EOI.
- 28.2. PPP MII - Preferences for Make in India products / services shall be applicable in line with Government Order No.P-45021/12/2017PP (BE-II), 2017 (published by Department for Promotion of Industry and Internal Trade) inclusive of the latest amendments. Self-declaration to be submitted to claim MAKE IN INDIA preference as per Annexure 3.

ANNEXURE-A

DETAILED SCOPE OF WORK – SERVICE PROVIDER

HLL intends to operate the MMU units strictly based on the operational guidelines issued by Ministry of Health and family welfare, Govt of India. The service provider shall support HLL Lifecare Ltd. in delivering comprehensive mobile healthcare services through Mobile Medical Units (MMUs) fulfilling the . The following outlines the general scope of work for the service provider, which may be tailored based on specific project requirements. HLL may engage Service provider for supporting in execution of any or all of the activities listed hereunder for their future MMU projects.

a. Supporting HLL in Execution of PPP/CSR and Other Projects

Service provider shall assist HLL

- in conceptualizing, planning, and implementing Public-Private Partnership (PPP) and Corporate Social Responsibility (CSR) initiatives related to mobile healthcare services.
- Prepare necessary documentation such as project proposals, technical bids, and MoUs in line with stakeholder requirements.
- Business development activities for project acquisitions.
- Facilitate coordination with government bodies, NGOs, CSR wings of corporates, and funding agencies for successful rollout and scaling of MMU-based projects.
- Monitor compliance with project guidelines and regulatory frameworks specific to PPP and CSR models.

b. Provision and Deployment of MMU as per Client Requirements

- Provide fully equipped MMUs tailored to client specifications (including vehicle type, medical infrastructure, and branding).
- Ensure all units are compliant with national health standards and guidelines, including necessary certifications and registrations.
- Deploy units at designated locations on time, maintaining operational readiness and mobility.
- Facilitate customization of MMUs for specific services (e.g., general OPD, maternal and child health, NCD screening, diagnostics).

c. Support in Operations and Management of MMUs

- Assist in daily operations, including route planning, camp scheduling, and logistics.
- Maintain MMU vehicle hygiene, readiness, equipment functionality, and availability of essential supplies.
- Monitor operational performance through regular reporting and feedback mechanisms.

- Implement Standard Operating Procedures (SOPs) for MMU activities, including emergency protocols, patient triage, and referral linkages.

d. Facilitation of Medical Operations and Service Delivery

- Ensure uninterrupted delivery of primary healthcare services, preventive screenings, maternal and child health services, and diagnostics.
- Coordinate health camps, awareness programs, and community outreach aligned with project goals.
- Maintain quality assurance and adherence to clinical guidelines during service delivery.
- Support integration with referral hospitals and follow-up mechanisms for patients needing secondary or tertiary care.

e. Skilled Manpower Deployment

- Recruit and deploy qualified healthcare professionals, including doctors, nurses, lab technicians, pharmacists, and data entry operators.
- Ensure all staff are trained in MMU operations, clinical protocols, community interaction, and data handling.
- Facilitate periodic training, refresher courses, and performance evaluation of deployed personnel.
- Maintain adequate staffing levels to avoid disruption of services.

f. Providing Required Medical Equipment, Drugs, Laboratory Consumables, etc.

- Supply and replenish essential medical equipment and point-of-care devices (e.g., BP monitors, glucometers, ECG machines).
- Ensure uninterrupted availability of medicines, diagnostic kits, vaccines (if applicable), and lab consumables.
- Maintain inventory control systems and ensure proper storage, handling, and timely procurement.
- Support calibration, maintenance, and replacement of medical equipment as needed.

g. IEC and Community Engagement

- Conduct Information, Education & Communication (IEC) campaigns to raise awareness on health services and government programs.
- Engage with local communities, ASHAs, ANMs, and health officials for outreach and mobilization.
- Encourage community participation to increase utilization and effectiveness of MMU services.

h. Arranging Related Digital Health Activities, IT Infrastructure, and Data Management

- Set up IT infrastructure for patient registration, electronic medical records (EMRs), and remote consultations (telemedicine).
- Ensure secure and compliant data collection, transmission, and storage in accordance with national digital health guidelines (e.g., Ayushman Bharat Digital Mission).
- Support integration with state health systems, dashboards, and reporting tools for real-time data sharing.
- Provide technical support and training for MMU staff on health IT systems and mobile apps.

i. Reporting and Monitoring

- Submit regular reports including daily service logs, monthly performance metrics, patient data, and incident reports to HLL and relevant government authorities.
- Support monitoring, evaluations, and third-party audits as required.
- Maintain documentation for review, audits, and compliance purposes.

j. Any Other Related Services

- Support health promotion and IEC (Information, Education, Communication) campaigns in the target communities.
- Coordinate with local health authorities and community organizations for effective implementation.
- Assist in project audits, inspections, and evaluations.
- Provide incident management and troubleshooting support for unforeseen challenges during field operations.

k. Scope of Emergency Response/Ambulance Service Projects

The scope of emergency response and ambulance service projects involves the establishment and operation of a comprehensive emergency medical system to deliver timely, effective, and life-saving interventions. The core objectives include:

- **24/7 Emergency Medical Response:** Ensuring round-the-clock availability of well-equipped ambulances to respond to medical emergencies across urban, semi-urban, and rural areas.
- **On-Site Emergency Care:** Providing immediate pre-hospital care by trained emergency medical technicians (EMTs) or paramedics to stabilize patients at the site of the incident.
- **Safe and Prompt Patient Transport:** Facilitating the swift and secure transfer of patients to the nearest appropriate healthcare facility, minimizing transit delays and optimizing patient outcomes.

- **Integrated Communication System:** Leveraging GPS-enabled dispatch systems and centralized call centers for efficient deployment, tracking, and coordination of ambulance services.
- **Public Accessibility:** Ensuring easy accessibility through a toll-free emergency helpline, mobile apps, or integrated platforms under national digital health frameworks.
- **Training and Capacity Building:** Regular training of ambulance staff in life support, trauma care, and infection control to maintain high standards of service delivery.
- **Data Collection and Reporting:** Maintaining electronic medical records and incident logs for continuous quality improvement, monitoring, and policy support.
- **Types of ambulances under this scope of projects includes** - Basic Life Support (BLS) Ambulances, Advanced Life Support (ALS) Ambulances, Patient Transport Ambulances, ICU ambulances, Neonatal Ambulances, Mortuary Ambulances and other types.

Detailed Scope of Service Provider to Assist HLL in Ambulance Services

The service provider shall support HLL in the end-to-end planning, implementation, operation, and management of ambulance services under various PPP and CSR frameworks.

Service provider's assistance may be sought in any or all of the following activities during project execution.

1. Project Planning and Strategy Support

- Assist HLL in identifying project opportunities under PPP and CSR schemes with government departments, PSUs, private corporates, and NGOs.
- Conduct feasibility studies, gap assessments, and stakeholder consultations.
- Support the preparation of project proposals, DPRs (Detailed Project Reports), business models, and financial projections.

2. Procurement and Infrastructure Support

- Facilitate the procurement or leasing of GPS-enabled ambulances as per project requirements (Basic Life Support, Advanced Life Support, Neonatal, etc.).
- Provision of vehicles as per requirement
- Oversee vehicle fabrication, branding, and customization in line with statutory norms and project specifications.
- Assist in sourcing medical equipment, consumables, and vehicle accessories.

3. Regulatory and Compliance Assistance

- Ensure all statutory approvals, vehicle registrations, pollution certificates, insurance, and RTO documentation are in place.

- Maintain compliance with state and central healthcare, transport, and emergency services regulations.

4. Operations and Service Delivery

- Recruit, train, and deploy qualified EMTs, drivers, and support staff.
- Operate a centralized call center or integrate with existing 102/108/112 emergency helplines as applicable.
- Manage fleet tracking, deployment, and dispatch using real-time GPS and telecommunication technologies.
- Ensure on-site stabilization and safe patient transfer to designated healthcare facilities.

5. Maintenance and Quality Assurance

- Provide preventive and corrective maintenance for ambulances and equipment to ensure operational readiness.
- Implement standard operating procedures (SOPs), clinical protocols, and quality benchmarks.
- Conduct regular audits and inspections to ensure service quality and uptime.

6. Data Management and Reporting

- Maintain patient logs, call records, GPS logs, and service delivery data using electronic systems.
- Provide periodic MIS reports, analytics, and documentation for HLL and project stakeholders.
- Support digital integration with national health platforms (e.g., ABDM, eSanjeevani) wherever applicable.

7. Community Engagement and Outreach

- Conduct IEC (Information, Education, and Communication) campaigns to raise awareness on ambulance access, emergency care, and preventive health.
- Support CSR partners in implementing high-impact outreach programs like health camps, road safety drives, and medical emergency awareness events.

8. Monitoring and Evaluation

- Set up performance tracking dashboards and KPIs to monitor service efficiency and impact.
- Provide timely feedback and inputs to HLL for improving project outcomes and scalability.

These services aim to reduce preventable deaths and disabilities by ensuring that individuals in critical health situations receive timely and appropriate medical attention.

GENERAL OBLIGATIONS

1. REPORTS & RECORDS

- 1.1. The Service Provider shall diligently maintain all necessary statutory, medico-legal and other records and be prepared to furnish them in both physical and electronic formats (CD/DVD/hard disk/other feasible form) upon request by the HLL, as well as, if necessary, by the regulatory/law enforcement authorities.

2. EDUCATION & TRAINING

- 2.1. If required, The Service Provider shall ensure regular training for the deployed staff, including doctors and other relevant personnel, on the operation of the facility and staying updated with the latest technological advancements or software upgrades relevant to medical care.

3. ACCREDITATIONS

- 3.1. The Service Provider bears the responsibility of obtaining relevant accreditations for the services and facility within the time period required by HLL.

4. INTELLECTUAL PROPERTY

- 4.1. All medical data generated by the Service Provider at the locations where they are deployed will be the intellectual property of the HLL or its client. The Service Provider must store the data in a suitable format that can be accessed and viewed using appropriate software programs. The Service Provider must retain the data and provide HLL with access to it on a regular basis as specified by the HLL, either through a designated storage medium or a cloud-based system.
- 4.2. The use of medical data for research or publication purposes shall be subject to the approval and guidelines established by the Authority or the relevant government regulations.

5. DOCUMENTATION

- 5.1. The Service Provider shall maintain meticulous and up-to-date documentation on a daily basis, as per the project requirement on which they are deployed.
- 5.2. The Service Provider shall not sell, transfer, or assign any proprietary rights or delegate the Services to any third party. However, in the event of an unforeseen circumstance, the Service Provider may facilitate patient transfers to an alternative hospitals while ensuring the continuity of necessary procedures, processes, and patient safety measures.

6. OTHER OBLIGATIONS OF THE SERVICE PROVIDER

- 6.1. Quality Control Services: The service provider shall ensure that all services meet the highest standards of patient care, accuracy, and safety.
- 6.2. Service provider shall ensure that the service standards and quality medical practices comparable with the best domestic as well as international standards are adopted towards rendering the services
- 6.3. The Service provider shall adhere to the provisions of all relevant rules and regulations including Clinical Establishments Act and its latest amendments made time to time as applicable.
- 6.4. Administrative Services: The service provider shall provide administrative and management support, including scheduling, record-keeping, data entry, and report preparation, to HLL .
- 6.5. The service provider must adhere to the government guidelines issued by the Ministry of Health and Family Welfare (MoHFW) (Central Government) or the other government bodies as and when amended.

ANNEXURE-1
EOI FORM

Ref no:

Date:

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

Dear Sir,

EOI: EMPANELMENT OF SERVICE PROVIDER FOR MOBILE MEDICAL UNITS AND AMBULANCE OPERATIONS

EOI No. HLL/HCS/EOI/2025-26/05 Dated 20.09.2025

Having examined the EOI Documents, including Addenda Nos. [insert numbers], the receipt of which is hereby acknowledged, we, the undersigned, offer our services in full conformity with the EOI Documents and it's the terms and conditions.

We undertake that in case our EOI is accepted, we shall Commence work and shall make all reasonable endeavour to achieve contract acceptance.

We agree to abide by this EOI inviting document, which, in accordance with consists of this letter, letter of authorization, documents establishing conformity, and Attachments through [specify: the number of attachments] to this EOI form, up to the period mentioned in the EOI document, bids and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

We declare that our Expression of Interest for services is firm and shall not be subject to any variation for the entire period of the assignment.

In case a formal final Contract is not prepared and executed between us, this EOI, together with your written acceptance of the EOI and your notification of award, shall constitute a binding contract between us. We understand that you are not bound to accept the all or any bid you may receive.

We, the EOI participant, shall indemnify, defend and hold harmless Government of India, HLL, its Affiliates, officers, directors, employees, agents, and their respective successors and

assigns, from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third Party claims of any kind that arise out of or are attributable to (i) Manufacturer's/Participants breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Manufacturer/Participants. (iii) any product/service liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by participant or any affiliate. We agree to all terms and conditions of the EOI Document and subsequent amendments.

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

Signature.....

Name.....

Full Address with contact person Name, Phone number and Email

Designation and Common Seal...

ANNEXURE-2

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/EOI: HLL/HCS/EOI/2025-26/05
Dated 20.09.2025

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 EOI who is from a country which shares a land border with India will be eligible to bid in this EOI only if the bidder is registered with Competent Authority as per the GO.

Date:

Signature of the Bidder:

Place:

Name with seal:

Designation:

Address:

ANNEXURE-3**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 EOI, 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 EOI 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 to 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-4

INTEGRITY PACT

All tenderers are bound to comply with the integrity pact clauses. Bids submitted without signing the integrity pact will be ab initio rejected without assigning any reason.

HLL Lifecare Limited.
Division : Healthcare Services Division
EOI No: HLL/HCS/EOI/2025-26/05 Dated 20.09.2025

INTEGRITY PACT

This Pre-Contract Integrity Pact (herein after called the Integrity Pact) is made on _____ day of the month of _____

Between

HLL Lifecare Ltd. (CIN: U25193KL1966GOI002621) a Government of India Enterprise with registered office at HLL Bhavan, Poojappura, Thiruvananthapuram 695 012, Kerala, India. (Hereinafter called “HLL”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Party.

And

M/s _____ with office atrepresented by Shri _____ , Designation..... (hereinafter called the “TENDERER/Seller”/Contractor/Agent which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Party.

Both HLL and TENDERER referred above are jointly referred to as the Parties.

Preamble

HLL intends to award, under laid down organizational procedures, Purchase orders / contract/s against Tender /Work Order /Purchase Order No. HLL desires full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Tenderer/s and Contractor/s.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

1. Enable HLL to obtain the desired materials/ stores/equipment/ work/ project done at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and

2. Enable the TENDERER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and HLL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

Clause.1. Commitments of HLL

1.1 HLL undertakes that HLL and/or its Associates (i.e. employees, agents, consultants, advisors, etc.) will not demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the TENDERER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 HLL will, during the tender process / pre-contract stage, treat all TENDERERS with equity and reason, and will provide to all TENDERERS the same information and will not provide any such information or additional information, which is confidential in any manner, to any particular TENDERER which could afford an advantage to that particular TENDERER in comparison to other TENDERERS in relation to tendering process or during the contract execution.

1.3 All the officials of HLL will report to IEM, any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

1.4 HLL will exclude from the process all known prejudiced persons and persons who would be known to have a connection or nexus with the prospective tenderer.

1.5 If the TENDERER reports to HLL with full and verifiable facts any misconduct on the part of HLL's Associates (i.e. employees, agents, consultants, advisors, etc.) and the same is prima facie found to be correct by HLL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by HLL. Further, such an Associate may be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by HLL the proceedings under the contract would not be stalled.

Clause 2. Commitments of TENDERERS/ CONTRACTORS

2. The TENDERER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

2.1 The TENDERER will not offer, directly or indirectly (i.e. employees, agents, consultants, advisors, etc.) any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage,

commission, fees, brokerage or inducement to any official of HLL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.2 The TENDERER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of HLL or otherwise in procuring the contract or forbearing to do or having done any act in relation to obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

2.3 The TENDERER will not engage in collusion, price fixing, cartelization, etc. with other counterparty(s).

2.4 The counterparty will not pass to any third party any confidential information entrusted to it, unless duly authorized by HLL.

2.5 The counterparty will promote and observe ethical practices within its Organization and its affiliates.

2.6 TENDERER shall disclose the name and address of agents and representatives and Indian TENDERERS shall disclose their foreign principals or associates.

2.7 The counterparty will not make any false or misleading allegations against HLL or its Associates.

2.8 TENDERERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

2.9 The TENDERER further confirms and declares to HLL that the TENDERER is the original manufacture/integrator/authorized government sponsored export entity of the defense stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to HLL or any of its functionaries, whether officially or unofficially to award the contract to the TENDERER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.10 The TENDERER while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of HLL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.11 The TENDERER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.12 The TENDERER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

2.13 If the TENDERER or any employee of the TENDERER or any person acting on behalf of the TENDERER, either directly or indirectly, is a relative of any of the officers of HLL, or alternatively, if any relative of an officer of HLL has financial interest/stake in the TENDERER's firm, the same shall be disclosed by the TENDERER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

2.14 The TENDERER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of HLL.

2.15 The TENDERER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract, and will not enter into any undisclosed agreement or understanding with other Tenderers, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

2.16 The TENDERER will not commit any offence under the relevant Indian Penal Code, 1860 or Prevention of Corruption Act, 1988; further the Tenderer(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the HLL as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. The TENDERER also undertakes to exercise due and adequate care lest any such information is divulged.

2.17 The TENDERER will not instigate third persons to commit offences outlined above or be an accessory to such offences.

2.18 The Tenderer(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Tenderer(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign Principal(s), if any.

2.19 The Tenderer(s) shall not approach the courts while representing the matters to IEM and the Tenderer(s) will await their decision in the matter.

Clause.3. Previous contravention and Disqualification from tender process and exclusion from future contracts

3.1 The TENDERER declares that no previous contravention occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify TENDERER's exclusion from the tender process

3.2 The TENDERER agrees that if it makes incorrect statement on this subject, TENDERER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason. If TENDERER before award or during execution has committed a contravention through a violation of Clause 2, above or in any other form such as to put his reliability or credibility in question, t HLL is entitled to disqualify the TENDERER from the tender process.

Clause.4. Equal treatment of all Tenderers / Contractors / Subcontractors

4.1 The Tenderer(s)/ Contractor(s) undertake(s) to demand from his Subcontractors a commitment in conformity with this Integrity Pact.

4.2 HLL will enter into agreements with identical conditions as this one with all Tenderers and Contractors.

4.3 HLL will disqualify from the tender process all tenderers who do not sign this Pact or violate its provisions.

Clause.5. Consequences of Violation / Breach

5.1 Any breach of the aforesaid provision by the TENDERER or any one employed by it or acting on its behalf (whether with or without the knowledge of the TENDERER) shall entitle HLL to take all or any one of the following action, wherever required:-

i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the

TENDERER. However, the proceedings with the other TENDERER(s) would continue.

ii. If TENDERER commits violation of Integrity Pact Policy during bidding process, he shall be liable to compensate HLL by way of liquidated damages amounting to a sum equivalent to 5% to the value of the offer or the amount equivalent to Earnest Money Deposit/Bid Security, whichever is higher.

iii. In case of violation of the Integrity Pact after award of the contract, HLL will be entitled to terminate the contract. HLL shall also be entitled to recover from the contractor liquidated damages equivalent to 10% of the contract value or the amount equivalent to security deposit/ performance guarantee, whichever is higher.

iv. To immediately cancel the contract, if already signed, without giving any compensation to the TENDERER.

v. To recover all sums already paid by HLL, and in case of an Indian TENDERER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a TENDERER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the TENDERER from HLL in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid amount.

vi. To encash the advance bank guarantee and performance guarantee /warranty bond, if furnished by the TENDERER, in order to recover the payments already made by HLL, along with interest.

vii. To cancel all or any other contract with the TENDERER. The TENDERER shall be liable to pay compensation for any loss or damage to HLL resulting from such cancellation/recession and HLL shall be entitled to deduct the amount so payable from the money(s) due to the TENDERER.

viii. To debar the TENDERER from participating in future bidding processes of HLL for a minimum period of five (5) years, which may be further extended at the discretion of HLL or until Independent External Monitors is satisfied that the Counterparty will not commit any future violation.

ix. To recover all sums paid in violation of this Pact by TENDERER(s) to any middleman or agent or broker with a view to securing the contract.

x. In cases where irrevocable Letters of credit have been received in respect of any contract signed by HLL with the TENDERER, the same shall not be opened.

xi. Forfeiture of performance guarantee in case of a decision by HLL to forfeit the same without assigning any reason for imposing sanction for violation of the pact.

5.2 HLL will be entitled to all or any of the actions mentioned in para 5.1(i) to (x) of this pact also on the commission by the TENDERER or any one employed by it or acting on its behalf (whether with or without the knowledge of the TENDERER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of HLL to the effect that a breach of the provisions of this Pact has been committed by the TENDERER shall be final and conclusive on the TENDERER. However, the TENDERER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

Clause.6. Fall Clause

The TENDERER 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 TENDERER 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 TENDERER to HLL, if the contract has already been concluded.

Clause .7. Independent External Monitor(s)

7.1 HLL has appointed Shri P. Mallikharjuna Rao IFoS (Rtd) as Independent External Monitor(s) (hereinafter referred to as IEM(s)) for this Pact in consultation with the Central Vigilance Commission. Contact details of IEM is as below:

Shri P. Mallikharjuna Rao IFoS (Rtd)
Independent External Monitor (IEM)
Office: HLL Lifecare Limited, HLL Bhavan,
Poojappura, Thiruvananthapuram 695 012, Kerala
Email: iemhll@lifecarehll.com

7.2 The responsibility of the IEM(s) shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.3 The IEM(s) shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

7.4 Both the parties accept that the IEM(s) have the right to access all the documents relating to the project/ procurement, including minutes of meetings.

7.5 As soon as the IEM(s) notices, or has reason to believe, a violation of this pact, he will so inform the CEO/CMD.

7.6 The TENDERER(S) accepts that the IEM(s) have the right to access without restriction to all project documentation of HLL including that provided by the TENDERER. The TENDERER will also grant the IEM(s), upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors engaged by the TENDERER. The IEM(s) shall be under contractual obligation to treat the information and documents of the TENDERER/ Subcontractor(s) with confidentiality.

7.7 HLL will provide to the IEM(s) sufficient information about all meetings among the parties related to the Project provided such meeting could have an impact on the contractual relation between the parties. The parties will offer to the IEM(s) option to participate in such meetings.

7.8 The IEM(s) will submit a written report to the CEO/CMD of HLL within 8 to 10 weeks from the date of reference or intimation to him by HLL/TENDERER and, should consent arise, submit proposals for correcting problematic situations.

Clause.8.Criminal charges against violating Tenderer(s)/ Contractor(s)/ Subcontractor(s)

If HLL obtains knowledge of conduct of a Tenderer, Contractor or Subcontractor, or of an employee or a representative or an associate of a Tenderer, Contractor or Subcontractor which constitutes corruption, or if HLL has substantive suspicion in this regard, HLL will inform the same to the Chief Vigilance Officer.

Clause.9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, HLL or its agencies shall be entitled to examine all the documents, including the Books of Accounts of the TENDERER and the TENDERER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Clause.10. Law and Place of Jurisdiction

Both the Parties agree that this Pact is subject to Indian Law. The place of performance and hence this Pact shall be subject to Thiruvananthapuram Jurisdiction.

Clause.11. Other legal Actions

The actions stipulated in the Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

Clause.12. Validity and Duration of the Agreement

This Pact begins when both parties have legally signed it. It expires for the Contractor/Successful tenderer 12 months after the last payment under the contract or the complete execution of the contract to the satisfaction of the both HLL and the TENDERER /Seller, including warranty period, whichever is later, and for all other Tenderers/unsuccessful tenderers 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman and Managing Director of HLL.

Clause. 13. Other provisions

13.1 Changes and supplements as well as termination notices need to be made in writing. Both the Parties declare that no side agreements have been made to this Integrity Pact.

13.1 If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

13.1 Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions

INWITNESS THEREOF the parties have signed and executed this pact at the place and date first above mentioned in the presents of following witnesses:

HLL Lifecare Ltd.**Tenderer**_____
Witness_____
Witness

1.....

1.....

2.....

2.....

Annexure 5 - Performance statement from Chartered Accountant

This is to certify that M/s has successfully executed the following assignments

Financial year	List of works of similar nature executed	Details with number of MMUs/ Ambulances operated against each project	Period of Operation (indicate period of continuous operation)	Contract price of assignment	Client details with phone No. where assignment done.
2022-23	1. 2. 3.				
2023-24	1. 2. 3.				
2024-25	1. 2. 3.				

Place : _____ Signature with Office Stamp

Date : _____ Name & Designation

(Copies of Work order/Agreement/ MoU /Client certificates are to be submitted of the above mentioned assignments)