

EXPRESSION OF INTEREST

DOCUMENT FOR

EMPANELMENT OF STRATEGIC BUSINESS PARTNERS FOR SUPPORT SERVICES MANAGEMENT IN HEALTHCARE FACILITIES

Eoi No: HLL/ HCS/EOI/2026-27/03 Dated 23.09.2026



HLL LIFECARE LIMITED

(A Govt. of India Enterprise)

CIN : U25193KL1966GOI002621

HLL Bhavan, Poojappura,

Thiruvananthapuram -695012, Kerala, India

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www.lifecarehll.com

Notice Inviting Expression of Interest (Eoi) For Empanelment of Strategic Business Partners for Support Services Management in Healthcare Facilities for HLL Lifecare Limited

HLL Life care Limited, a Government of India Enterprise, invites Expression of Interest (EOI) from reputed firms to get empanelled as Strategic Business Partners (SBP's) for business development and implementation of upcoming projects in **Support Services Management in Healthcare Facilities** at various locations across India.

EOI No	:	<i>HLL/CHO/EOI/HCS/2026-27/03 Dated 23.09.2026</i>
EOI PUBLISHING DATE	:	23.09.2026
Date & Place of Pre-bid meeting	:	29.09.2026 12.00 HRS HLL BHAVAN, Poojappura , Thiruvananthapuram Google Meet joining link: meet.google.com/wez-wuwy-zeb
EOI DOCUMENT FEE	:	Rs. 5900 including GST
LAST DATE AND TIME FOR RECEIPT OF EOI	:	13.10.2026 15:00 Hrs
TIME AND DATE OF OPENING OF THE EOI	:	14.10.2026 15:00 Hrs
PLACE OF OPENING OF EOI	:	HLL LIFECARE LIMITED HLL BHAVAN, POOJAPPURA, TRIVANDRUM, KERALA- 695012 PHONE NO – 0471 2354949
ADDRESS FOR COMMUNICATION	:	ASSOCIATE VICE PRESIDENT i/c& BH (HCS) HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED, HLL BHAVAN, POOJAPPURA TRIVANDRUM, KERALA- 695012 PHONE NO – 0471 2354949
EMAIL ID	:	hcstenders@lifecarehll.com

AVP i/c & BH (HCS)
HEALTHCARE SERVICES DIVISION

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

The Healthcare Service Division (HCS) of HLL is setting up and operating High-end path lab facilities and imaging centres across the country partnering with various State Governments and Central Government Institutions. The purpose of this division is to make available the high end path lab diagnostic facilities and imaging facilities to poor and needy patients at a much affordable rates. At present, HCS division of HLL has its presence in seven states.

HINDLABS

Healthcare Services (HCS) Division of HLL Lifecare Limited provides Medical Diagnostic Services (Laboratory, Imaging, and Tele Radiology) and other facilities like Wellness Clinic/Polyclinic to partner institutions under the brand name “HINDLABS”. Our first center in association with CGHS started in February 2008 in New Delhi. Currently, HLL has over 225 Diagnostic labs, 4000 collection centers (Which includes PHC, RH, DH, SSH, RRH, WH & MH) and 50 medical imaging centres in various states and cities across India. In addition to those facilities, sample collection is being done through diagnostic labs from direct walk-in patients. We operate in Government Medical College Hospitals (GMCH) in Kerala. HLL is engaged in the NFDS (National Free Diagnostic Scheme), the projects under NHM in the States of Maharashtra and Assam for providing Free Medical diagnostic services to the patients in the Public Sector. In the State of UP, the NFDS is being implemented for the FREE-CT Scans to the beneficiaries in the State of UP. Through its various ventures, Healthcare Services Division targets market intervention to bring down the cost of various services and products to make them affordable for common man.

2. INTRODUCTION

Through a chain of Healthcare Diagnostic centres, called HINDLABS, HLL offers clinical pathology lab services and Radio diagnostic imaging services. Over a period of short span HINDLABS emerged as one of the key player among retail diagnostic chains with 250+ Diagnostic labs, 4000 collection centers (Which includes PHC, RH, DH, SSH, RRH, WH & MH) and 50 medical imaging centres in various states and cities across India. HINDLABS uses state-of-the-art technology to provide the most comprehensive and advanced imaging services. The facilities are designed to comply with National Accreditation Board for Testing and Calibration Laboratories (NABL) standards.

Now, Healthcare Services (HCS) Division plans to expand its business by foraying into Hospital management services with emphasis on non-clinical services. Healthcare Services (HCS) Division has analyzed the potential of this market and plans to form a new Business segment to capitalizing on its core capabilities and business infrastructure. HCS intends to associate with reputed entities who is having proven track record and necessary infrastructure in this field. For this purpose a participant who meets the eligibility criteria will be empanelled as SBPs/service providers for hospital management services business.

The Healthcare Services Division (HCS) has numerous projects in pipeline and intends to explore the possibility to have Strategic Business Partners for their upcoming Hospital Management Services projects. Through strategic partnerships HLL intends to develop future business segments capitalizing on HLL's operational capabilities and experiences. This Expression of Interest (EOI) is invited for empanelment of a Strategic Business Partners in the sector of Hospital Management services for the future projects of HLL in this segment.

3. SCOPE OF EOI:

The Healthcare Services Division of HLL Lifecare Limited invites Expression of Interest from eligible applicants for empanelment as SBPs/strategic business partners across India for the business segments detailed below.

Scope of Support Services Management in Healthcare Facilities include, but not limited to, Housekeeping services, Biomedical waste management, Operation & Maintenance services, Providing Technical manpower viz. Doctors, Nurses, Bio-Med Engg, Lab, Radiology and Other Department Technicians, Data Entry Operators etc; Non-Technical Manpower which includes providing of security services, attendant services, dressers, Lift operators, horticulture services and guest house management services, Ambulance services etc. The Detailed scope is listed below.

Sl no.	Category	Type of Service
1	Operation & Maintenance (O&M)	• Power Distribution system • Emergency backup power system • HVAC System • Compressed air system • Water & effluent treatment system and STPs • Incinerators • DG Sets • Medical Equipments • Office Automation Products (EPABX, telephones, Public Addressing System etc.) • Fuel Handling system • Power Laundry • Fire protection and other safety management systems • Building services (Civil, Electrical & Plumbing) • Lifts • Integrated Building Management system • Medical gas Plant • Others
2	Soft Services	• Housekeeping and janitorial services • Garden and Lawn maintenance • Canteen, Pantry and Dietary Services • Laundry and Linen • Waste management - Disposal, Incinerator, Sewage treatment etc • Office services and front office services • Mail room management • Helpdesk management • Travel desk management • Drains and road cleaning • Pest control& Rodent Management • Façade and glass cleaning • Setting up and running of baby care units(For staff) • Any other services

3	IT Services	• OPD /central window management • Computer networking& LAN • Software & Hardware maintenance • Computer operator/data entry • Medical record department management • Data Management and Quality Certification
4	Security Services	• Guarding • Patrolling • Electronic surveillance /CCTV • Access Control Systems • Parking management
5	Hospital Manpower & Support services	• Medical & Paramedical Staffing • Clinical support Technician staffing • Nursing staff /ward boys Staffing • Administrative, Technical & Non-technical Staffing
6	Ambulance Services	• Operations and maintenance of emergency medical service (ALS & BLS Ambulances) • Emergency medical service control room (call centers) with integrating private ambulances during pandemic and emergencies • Operating ambulances with doctors and paramedics on board • Trained EMTs with certification from recognized university in India
7	Bio-Medical Equipment	• Maintenance and management
8	Other Services	• Transport services • Any other job/work related to health care/hospital management • Operating a defined set of Clinical and support services

Selection of business segment and facilities offered at each unit shall be decided based on market potential and requirement of HLL. This EOI and further empanelment does not guarantee any confirmation of any procurement of services as it solely depends on the discretion of HLL Lifecare Ltd. Though the list is not exhaustive, the HLL will have the freedom to pick one or many from the segments mentioned above or add any new activity that may come in the way of the Business process.

HLL encourages prospective SBP'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 Strategic Business Partner (SBP)

- Incur all capital expenses of new projects including the turnkey work of the project as per the requirement of HLL as and when the projects are assigned by the principals.
- End to end execution of project as required by HLL
- Meet all the operational and recurring expenses during the day to day execution of the project
- 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.

3.2 Scope of HLL

- The complete Strategic Design, Planning 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 strategic partners, who meets the terms and conditions of this EOI shall be evaluated and empanelled as detailed below
 - a.1) Evaluation Committee will primarily scrutinise the participants' conformance to qualification criteria as per clause no, 5.A with satisfactory submission of documents as per clause no. 7
 - a.2) Technical comparison of the participants will be done and marks will be awarded as per the criteria detailed under clause no. 5 B. Based on the marks awarded, first five participants, who scores highest marks, will be empanelled as Strategic Business Partners (SBP). (Participants must secure minimum of 60 marks to qualify for empanelment. Startups and MSEs will get exemptions as per statutory norms)

- b) Post empanelment, as and when requirement arises, separate Request for Quotes (RFQ) will be floated seeking the financial bids from the empanelled SBPs for each project. SBPs 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 SBP). Financial quote shall offer the SBPs best lowest financial offer for execution and completing the obligations against the scope of work under the project as detailed in RFQ.
- c) HLL may form consortium/joint venture for execution of project. Selected SBP 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.A. QUALIFICATION CRITERIA AND OTHER TERMS & CONDITIONS

a.	The participants in the EOI should be Company which could be a Partnership Co/ LLP/ Private Ltd / Public Ltd by shares. Participating entities should have minimum average turnover of Rs. 25 Crores during last 3 financial years. (FYs 2023-24, 2024-25, 2025-26)
b.	The participant should have minimum 3 years of experience in providing similar nature of services mentioned in the scope of work. "Similar nature of services" shall mean comprehensive hospital management/support services involving the management and provision of multiple services in a healthcare facility, including, but not limited to, listed services under Clause-3 and other allied healthcare support services, as applicable to the Scope of Work. (Should be supported by relevant work order/Completion certificate issued by client). They should have executed projects in the field as mentioned in scope of work, worth Rs. 25 Crores cumulatively during the previous three years
c.	The Net Worth of the party shall be positive in the last 3 financial years. 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
d.	The Participant shall possess at least any two (2) of the following valid ISO certifications, as applicable to housekeeping and facility management services: ISO 9001, ISO 14001, ISO 45001 and ISO 41001. The certifications shall be issued by certification bodies accredited by a nationally or internationally recognized accreditation body and shall be valid as on the last date of submission of the EOI.

e.	Participant must have adequate infrastructure and other provisions including manpower and machinery to fulfil the scope of work as required by HLL. Participant must have in-house capability to execute the at least 75% of the scope of work without subcontracting or outsourcing. A brief detail establishing the same has to be submitted.
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 EPF/ ESIC and copy of EPF, ESIC registration/ labour license shall be furnished.
g.	The firm who has been 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 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 or abroad. Parties shall give a declaration to this effect.
i.	Demonstration of capabilities – HLL may ask participant for a live demonstration/presentation for assessing the capabilities of the participants

5 B. EVALUATION CRITERIA

The evaluation shall be done on weight age to technical evaluation. The participants meeting the minimum qualification criteria and obtain at least 60 marks in the evaluation process will be considered as technically qualified for empanelment. The highest scoring participant will be considered as primary associate.

S No.	Description	Marks	Remarks/Documents for Submission in technical EOI
1	Average Turn Over for last three financial years FYs 2023-24, 2024- 25, 2025-26). (in Rs.)		
	25 crores to 100 crores	5	Firm turnover is defined as the average turnover from facility management services over the last 3 financial years (FYs 2023-24, 2024- 25, 2025-26). Chartered Accountant
	>100 crores to 500 crores	10	
	More than 500 crores	15	
2	No. of years in operations in hospital management services		

	More than 3 years up to 5 years	5	Work Orders, client certificate indicating the date of start & date of completion as per agreement / status of ongoing work
	More than 5 years and up to 10 years	10	
	More than 10 years	15	
3	Experience criteria(Cumulative value of similar works in last three years)		
	cumulative value of similar work Rs 25 cores to Rs. 50 Crores	5	Self-Attested copy of work orders/ completion/experience certificate with values is to be submitted.
	cumulative value of similar work Rs 50 cores to Rs. 100 Crores	10	
	cumulative value of similar work above Rs. . 100 Crores	15	
4	Hospitals with maximum no of Beds in Single Contract in Location Serviced		
	More than 100 up to 250 Beds	5	Work Orders / Client certificate indicating the no of beds
	More than 250 up to 500 Beds	8	
	More than 500 Beds	10	
5	Total number of Manpower On Payrolls of Service Provider		
	More than 1000 up to 10000	5	Manpower on roll will be all employees on the books of the company on the date of release of this EOI. CA audited statement of manpower wages / manpower roll for the previous four quarters to be submitted as part of the technical documents
	More than 10000 up to 25000	8	
	More than 25000	10	
6	Total number of technical Manpower On Payrolls of Service Provider (Doctors/Nurses/Paramedics/ Bio-Med Engg etc)		
	More than 500 up to 1000	5	Manpower on roll will be all employees on the books of the company on the date of release of this EOI. CA audited statement of manpower wages / manpower roll
	More than 1000 up to 1500	8	
	More than 1500	10	

			for the previous four quarters to be submitted as part of the technical documents.
7	In-house capability to execute scope of work without subcontracting		
	At least 75% of scope of work – 6 categories out of 8 mentioned under scope of EOI	5	Participant shall submit a self declaration attested by Chartered accountant in this regard. Declaration must details the list of categories with supporting information such as manpower and infrastructure capabilities
	At least 90% of scope of work – 7 categories out of 8 mentioned under scope of EOI	10	
	100% of scope of work – 8 categories out of 8 mentioned under scope of EOI	15	
8	Quality assurance criteria		
	Any two (ISO 9001, ISO 14001 , 45001& 41001)	5	QA certification should have been obtained at least a year before the date of the EOI release. Certification should be valid as on date of EOI submission with undertaking for periodic renewal
	Any Three (ISO 9001, ISO 14001 , 45001& 41001)	8	
	All four (ISO 9001, ISO 14001 , 45001& 41001)	10	

General Terms and Conditions

a.	While the Expression of Interest has been prepared in good faith, HLL does not make any commitment or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statement or omission herein, or the accuracy, completeness or reliability of information contained herein, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this request, even if any loss or damage is caused by any act or omission on its part.
b.	The process of inviting EOI is for ascertaining various options available to HLL. After evaluation / examination of the offers, HLL may at its sole discretion decide further course of action.
c.	The empanelled strategic partners have to abide by all the rules made herein and as amended from time to time during the tenure of their empanelment. The empanelment is being done to have a ready list of suitable contractors for our works.
d.	EOI participants are instructed to keep the information and details provided to them through this EOI and subsequent Request for Quotes strictly confidential.

e.	HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their EOI and other expenses.
f.	Eligible participants are requested to submit the Tender processing fee online on or before the due date as mentioned in the EOI.
g.	HLL reserves right to expand or reduce the panel of strategic partners during the period of empanelment.
h.	HLL reserves the right to engage more than one Strategic Partners for the same project/client
i.	HLL reserves the right to reject any or all the Expressions of Interest without assigning any reason thereof.
j.	HLL reserves the right to deal with the proposal in any manner without assigning any reasons for the same. The decision of HLL in this regard shall be final.
k.	The Participants to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.

6. SUBMISSION OF EOIS

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 tender online.

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

a) Envelope - I (Tender Fee):

Tender fee (Non-refundable) as per the tender 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.

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:-

1. HLL Lifecare Limited reserves the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then HLL shall take the following action:
 - a) The agency shall be liable for debarment from tendering in HLL Lifecare Limited, apart from any other appropriate contractual /legal action.
2. On demand of the Tender Inviting Authority, this whole set of certificates and documents shall be send to the Tender 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 Tender Inviting Authority before the deadline mentioned. The Tender Inviting Authority reserves the right to reject any EOI, for which the above details are not received before the deadline.
3. The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the 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 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 three years with along copies of work order/ MoU/Agreements

- Copy of GST registration certificate
- Copy of Certificate of incorporation/partnership deed
- 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
- Copy of EPF and ESIC registration
- 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. 5B 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 3 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
- a) 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.
 - b) As part of the enrolment process, the participants will be required to choose a unique user name and assign a password for their accounts.
 - c) 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.
 - d) They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days’ time. DSC of Class 3 category issued by a licensed Certifying Authority (CA) with both signing and encryption needs to be obtained for e-filing on the eTendering Portal. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
 - e) Upon enrolment, the participants will be required to register their valid Digital Signature Certificate (Class III or above Certificates with signing

key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.

- f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- g) The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/She have to submit the relevant information as asked for about the firm/contractor. The 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.
- h) Only those participants having a valid and active registration, on the date of EOI submission, shall submit EOIs online on the e-procurement portal.
- i) 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.
- j) 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 Tender 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 aEOI or the relevant contact person indicated in the EOI. Address for communication and place of opening of EOIs:

Associate Vice President i/c & Business Head (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 Associate Vice President i/c & Business Head (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 Associate Vice President i/c & Business Head (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: 29.09.2026 at 12.00 hrs at the office of Associate Vice President i/c & Business Head (HCS), 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 empanelled 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:

EOI Document fee (Non-refundable) 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

- 8.24 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.
- 8.25 Conditional EOIs and EOIs not uploaded with appropriate/desired documents may be rejected out rightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
- 8.26 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.

8.27 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.

8.28 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>).

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 EOI

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. EXAMINATION OF EOIS AND DETERMINATION OF RESPONSES

10.1 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.

10.2 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.

10.3 Non submission of legible or required documents or evidences may render the EOI non-responsive.

11. DEADLINE FOR SUBMISSION OF THE EOI FOR INTERESTED PARTICIPANTS

11.1 EOI shall be received only online on or before the date and time as notified in EOI.

11.2 The Tender 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).

11.3 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.

11.4. 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.

11.5. 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.

12. EOI OPENING AND EVALUATION

12.1 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.

13. EOI Opening Process

13.1 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 as mentioned in NIT/ EOI Document. (Envelope – I shall contain scanned copy of Tender Fees).

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

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)

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.

14. CONFIDENTIALITY

14.1 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.

- 14.2 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.
- 14.3 The empanelled 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.

15. EOI VALIDITY

- 15.1 EOI shall remain valid for the period of 180 days from the date of empanelment. EOI valid for a shorter period shall be rejected by HLL as non-responsive.
- 15.2 In exceptional circumstances, prior to expiry of the original EOI validity period, the Tendering 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.

16. EOI PROCESSING FEE

- 16.1 For e-tenders, Interested participants shall remit the Tender fee using the payment options as mentioned in the e-tender in Government eProcurement portal only.
- 16.2 Tender Fee remitted will not be refunded.

17 ALTERATIONS AND ADDITIONS

- 17.1 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.
- 17.2 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.

18 EMANELMENT :

- 18.1 Qualified parties will be empanelled from the date of Notification of Award.
- 18.2 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.
- 18.3 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.

- 18.4 Under the proposed empanelment, business development shall be a mandatory obligation of the empanelled SBAs. Further, a mandatory annual performance review of each empaneled firms shall be conducted to assess its overall performance, including the execution and performance of existing projects, business development efforts, and progress in project mobilization. Continuation of the empanelment of the SBA shall be subject to satisfactory performance as determined by HLL based on the outcome of such review. Based on the outcome of the periodic performance review, HLL will have the option to terminate the empanelment of non-performing SBAs.
- 18.5 Name of the Strategic Partner may be removed from the approved empanelment list if the firm:
- has failed to execute a contract or as executed it unsatisfactorily; or
 - in case of bankruptcy or for activities detrimental to the interest of HLL or
 - persistently violates any important conditions of the contract; or
 - fails to abide by the conditions of empanelment; or
 - is found to have given false particulars at the time of empanelment; or
 - has indulged in any type of forgery or falsification of records; or
 - is declared or is in the process of being declared bankrupt, insolvent, wound up, dissolved or partitioned; or
 - persistently violates the labour regulations and rules, or
 - is involved in complaints of serious nature received from other departments which prima facie appear to be true.
 - Default in settlement of tax dues like income tax, Contract tax, sales tax, octroi, duties, GST, any statutory compliance etc.
 - Ceases to fulfill eligibility criteria based on which enlistment is considered.
 - If the party is debarred/blacklisted/banned by any of the authorities / organization / companies.

19 **CONFLICT OF INTEREST.**

The selected Strategic Partners 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 Strategic Partner 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.

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.

20 **TERMINATION**

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 Strategic partner fails to perform any obligation(s) under the empanelment. In such event the Strategic partner will be liable for all the consequent losses to HLL.

21 COURT JURISDICTION:

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.

22 INDEMNITY

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.

23 HLL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL EOIS

- 23.1 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.
- 23.2 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.
- 23.3 Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the participant from its empanelment.
- 23.4 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.

24 GOVERNING LANGUAGE

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

25 INTEGRITY PACT

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

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

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.

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

MSME - Statutory exemptions as per relevant guidelines shall be applicable for MSE 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 tender.

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-1
EOI FORM

Ref:

Date:

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

Dear Sir,

**EOI: EMPANELMENT OF STRATEGIC BUSINESS PARTNERS FOR SUPPORT SERVICES
MANAGEMENT IN HEALTHCARE FACILITIES**

EOI No. HLL/CHO/EOI/HCS/2026-27/03 Dated 23.09.2026

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 Bid 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 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:

.....

(Include tender number and date)

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

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

Date:

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 tender, we hereby certify that we M/s_____ (supplier name) are local supplier meeting the requirement of minimum Local content as defined in above orders for the material against Tender No_____ Details of location at which local value addition will be made is as follows: -----

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

Seal and Signature of Authorized Signatory

ANNEXURE-4

INTEGRITY PACT

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

HLL Lifecare Limited.

Division :

EOI No: HLL/CHO/EOI/HCS/2026-27/03 Dated 23.09.2026

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. 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 "Bidder/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 Bidder 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 Bidder/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 Bidder 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 bidder, 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 Participants with equity and reason, and will provide to all Participants the same information and will not provide any such information or additional information, which is confidential in any manner, to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other Participants 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 bidder.
- 1.5 If the BIDDER 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 Participants/ CONTRACTORS

2. The BIDDER 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 BIDDER 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 BIDDER 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 BIDDER 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 BIDDER shall disclose the name and address of agents and representatives and Indian PARTICIPANTS 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 Participants 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 BIDDER further confirms and declares to HLL that the BIDDER 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 BIDDER, 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 BIDDER 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 BIDDER will not accept any advantage in exchange for any corrupt practice,

unfair means and illegal activities.

2.12 The BIDDER 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 BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, 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 BIDDER's firm, the same shall be disclosed by the BIDDER 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 BIDDER 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 BIDDER 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 Participants, 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 BIDDER will not commit any offence under the relevant Indian Penal Code, 1860 or Prevention of Corruption Act, 1988; further the Bidder(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 BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

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

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

2.19 The Bidder(s) shall not approach the courts while representing the matters to IEM and the Bidder(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 BIDDER 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 BIDDER's exclusion from the tender process

3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason. If BIDDER 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 BIDDER from the tender process.

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

4.1 The Bidder(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 Bidders and Contractors.

4.3 HLL will disqualify from the tender process all bidders 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 BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) 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 BIDDER. However, the proceedings with the other BIDDER(s) would continue.

ii. If BIDDER 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 BIDDER.

v. To recover all sums already paid by HLL, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER 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 BIDDER, in order to recover the payments already made by HLL, along with interest.

vii. To cancel all or any other contract with the BIDDER. The BIDDER 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 BIDDER.

viii. To debar the BIDDER 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 BIDDER(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 BIDDER, 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 BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), 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 BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

Clause.6. Fall Clause

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

Clause .7. Independent External Monitor(s)

7.1 HLL has appointed Shri Shri Ravi Dutt Kamboj, IFoS (Retd).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 Ravi Dutt Kamboj, IFoS (Retd).
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 BIDDER(S) accepts that the IEM(s) have the right to access without restriction to all project documentation of HLL including that provided by the BIDDER. The BIDDER 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 BIDDER. The IEM(s) shall be under contractual obligation to treat the information and documents of the BIDDER/ 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/BIDDER and, should consent arise, submit proposals for correcting problematic situations.

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

If HLL obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, 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 BIDDER and the BIDDER 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 bidder 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 BIDDER /Seller, including warranty period, whichever is later, and for all other Bidders/unsuccessful bidders 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.

Bidder

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	Contract Number and Date	Contract price of assignment	Contract start date	Revenue/ Turn over generated from this contract during Financial Year	Client details with phone No. where assignment done.
2023-24	1. 2. 3.					
2024-25	1. 2. 3.					
2025-26	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)

Annexure 6-Bid Security Declaration

To

Associate Vice President i/c & Business Head (HCS)

HLL Lifecare Limited,

HLL Bhavan, Poojappura, Thiruvananthapuram -695012 Kerala, India Tel: +0471 2354949

Website – www.lifecarehll.com

Subject: BID SECURITY DECLARATION IN LIEU OF EARNEST MONEY DEPOSIT (EMD)

Ref: EOI No. _____ Due on : _____

I/We the undersigned, hereby declare that: I/We understand that, according to the conditions of the BID / tender documents, our bid must be supported by a Bid Security Declaration. I/We accept that I/We may be suspended and/or debarred and/or banned and/or deregistered by the purchaser without any notice from bidding or entering into any contract with our firm for a period upto 2 years for committing a breach of obligation (s) under the Bid conditions, because of:

(a) Withdrawn/modified/amended the bid by me/us during the period of bid validity or

(b) Having been awarded the contract by the purchaser during the period of empanelment and failed or refused to execute the contract within the specified time or failed or refused to furnish the performance Security Bond / Performance-cum-Warranty Bond within the specified time in accordance with term and conditions of the EOI/RFQ/BID / tender / contract documents.

For and on behalf of M/s. _____

Signature: _____

Name In the capacity of: _____

(DULY AUTHORISED TO SIGN THE BID WITH SEAL)