e- Tender Enquiry Document (e-TED)

FOR

ENGAGE AND PROCURE THE SERVICES OF A COMPETENT TRAVEL SERVICE PROVIDER FOR COMPREHENSIVE TRAVEL MANAGEMENT SYSTEM

e-TED Ref: HLL/CHO/HR/Tender/2025-26

BY

HLL Lifecare Limited
(*A Government of India Enterprise*)

HLL Bhavan - Corporate Head Office,
Poojappura - PO | Thiruvananthapuram - 695012,
Kerala, India
URL: www.lifecarehll.com
Email: manojdaya@lifecarehll.com
Phone: 0471-2354949
CIN: U25193KL1966GOI002621.

HLL LIFECARE LIMITED

NOTICE INVITING e-TENDER

HLL Lifecare Limited (A Government of India Enterprise)
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Poojappura – PO, Thiruvananthapuram - 695012, Kerala
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Sub: **Engage and Procure the services of a competent Travel Service Provider For a Comprehensive Travel Management System**

1. HLL Lifecare Limited (HLL) is a Mini Ratna Government of India Enterprise, under the Ministry of Health & Family Welfare, originally established in 1966 to manufacture and supply condoms to Family Planning Program of Government of India. We are the major suppliers of condoms and other contraceptive products including IUD's, tubal rings, and Oral contraceptive Pills for the Government of India – National Family Programs. We are also one of the major players in the commercial market in India, and our flagship brand MOODS Condoms is the second largest in the Indian commercial Market. We are also one of the largest producers of Blood collection bags in the country. We are also suppliers to UNFPA and other global procurement agencies.

   Over the last 2 decades, HLL has transformed – from a Condom company to a Healthcare delivery company. HLL diversified into other areas in healthcare including hospital products, pharmaceuticals, hospital infrastructure management, procurement consultancy, pharma retailing, vaccines and diagnostic services.

   At present HLL has 7 state-of-the art manufacturing facilities spread across India. HLL also has 4 subsidiary / associate organizations, HLL Infratech Services Limited (HITES) for hospital infrastructure development, Hindustan Latex Family Planning Promotion Trust (HLFPPT), a not-for-profit trust engaged in Social Marketing, Life Spring Hospitals for maternity care, Goa Antibiotics and Pharmaceuticals Limited (GAPL) and HLL Management Academy (HMA). HLL also had a subsidiary company named HLL Biotech Limited which got hived off from the parent company subsequently by MoHFW, Govt. of India. HLL is also the implementing partner across the country for Health Ministry's flagship program – AMRIT (Affordable Medicines and Reliable Implants for Treatment) through which drugs are made available at highly discounted rates.

2. Accordingly, HLL invites online bids from the eligible, competent and experienced travel service providers in India who are meeting the eligibility Criteria mentioned in this document to provide **"a Comprehensive Travel Management System"**

3. Bidders may download the TED document from the websites URL address: http://www.lifecarehll.com/tender& https://etenders.gov.in/eprocure/app and submit their Applications online.

4. Any conditional bid shall be summarily rejected.

5. It is the responsibility of participants to go through the Tender Document to ensure furnishing all required documents as per the e-TED.

6. The Bidder should mention the complete contact address with pin code, e-mail id and Mobile no. / Landline no. of the authorized official.

7. The bidder shall quote the schedules given in the price bid. If not, such bids will be treated as non-responsive/ non-eligible and will not be considered for evaluation.

8. Other details in this tender are indicated below:-

SI.	Description	Schedule
A	Tender Processing Fee	Rs. 500/- (including GST)
B	EMD	Rs. 10,000/- (including GST)
C	Tender Publishing Date	**26.12.2025**
D	Pre-Bid Meeting	No (Queries can be communicated via e-mail)
	Last date for submission of queries: e-mail id for submission of queries: **manojdaya@lifecarehll.com** The subject in the email should be "**Engage and Procure the services of a competent Travel Service Provider For a Comprehensive Travel Management System**" Note: Any query received after the scheduled time may not consider.	**31.12.2025, 12:00hrs IST**,
F	Closing date & time for submission of **online bids**	**08.01.2026, 15:00 hrs IST**
G	Time and date of opening of bids	**09.01.2026, 15:30 hrs IST**
H	Venue for :- • E-Tender Opening of Technical Bid	HLL Bhavan - Corporate Head Office, Poojappura - PO | Thiruvananthapuram - 695012, Kerala, India

9. **The Bids shall be submitted via online only (CPP Portal)** as mentioned below:

(i) **Envelop1 (Tender Fee & EMD)**

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

(i) Name of Bank : SBI BANK
(ii) A/c number : 10183256222
(iii) IFSC Code : SBIN0004350
(iv) Branch name : SBI Commercial Bank, Thiruvananthapuram

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

ADDITIONAL POINT

1. **EMD & Performance Bank Guarantee:**

EMD

a) No interest will be payable to the bidder on the amount of the EMD. The EMD of all unsuccessful bidders would be refunded without interest by HLL on finalization of the bid in all respects by the successful bidders within 45 days after finalization of tender.

b) The EMD of successful bidders would be returned without interest upon submission of Performance Bank Guarantee by the successful bidders. The above-mentioned refund would be completed within 30 days of the issue of work order to the successful bidder. In case bid is submitted without the bid EMD then HLL reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

PERFORMANCE BANK GUARANTEE (PBG)

a) HLL shall require the selected service provider to provide a Performance Bank Guarantee, within 30 days from the notification of award, for a value equivalent to **Rs. 2,00,000/- (Rupees Two Lakhs Only).** The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder carrying out the project implementation as per the agreed terms & conditions.

MSME/SSI

a) SSI/MSE units interested in availing exemption from payment of Tender Fee and EMD should submit a valid copy of their registration certificate issued by the concerned DIC or NSIC / Udyog Aadhaar.

b) If the bidder is a MSE, it shall declare in the bid document the Udyog Aadhar Memorandum Number issued to it under the MSMED Act, 2006.

c) If a MSE bidder do not furnish the UAM Number along with bid documents, such MSE unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012.

(v) **Envelop 2 (Technical Bid):** Consisting of documents fulfilling eligibility criteria & Commercial Conditions). Bidders may name the files indicating the nature of content in pdf format which would be required to be attached in e-tender.

(vi) **Envelop 3 (Financial Bid):** To be filled up as per the attached Performa, Signed, Stamped, and Scanned to pdf mode & attach under PRICE BID.

HLL LIFECARE LIMITED

A) Technical Bid (Un priced Tender):

All Technical details {eg. Eligibility Criteria, Detailed Scope of Work and Terms & Conditions} should be attached in the e-tendering module in pdf form, failing which the tender stands invalid & REJECTED.

B) Financial Bid:

1. Prices are to be quoted in the attached Price Bid format online on e-tender portal in pdf format & apply digital signature certificate. **While uploading the price, the tenderer has to ensure that the FILE NAME of the attached document SHOULD BE SAME as that of provided price bid format. Evaluation criteria is given in Clause 2 of Section 2.**

2. The prices should be quoted for the accounting unit indicated in the e-tender document.

   The bidder shall not submit hard copy of financial/price bid otherwise his/her tender shall be straightaway rejected. Also, uploading the financial/price bid in prequalification bid or Technical bid will result in rejection of the tender.

C) Determination of Lowest Quoted Rate (L1):

1. The bids shall be evaluated on **Quality and cost based selection (QCBS)**
2. In deciding the final selection of the service provider, the technical bid of the proposal will be given a weightage of 70% and the financial bid will be given a weightage of 30% (in case of QCBS)
3. The financial bids of only those bidders who qualify for the technical evaluation will be invited. (in case of QCBS)
4. The proposal with the lowest cost will be given a score of 100 and the other proposals will be scored on a pro-rata basis, inversely proportional to the offered cost i.e., lower marks for higher priced offers. (in case of QCBS)

Total Score:

The total score shall be obtained by weighing the quality and cost scores and adding them.

Total Score = Technical Score* 70 (Weightage given to technical criteria)] + [Financial Score* 30 (Weightage given to financial criteria)]

10. In case of any queries, all prospective tenderers may send their queries, if any on the email id: **manojdaya@lifecarehll.com**, within the scheduled time and date mentioned in above. Any query received after the scheduled time will not be considered. The reply to the query will be posted in the website - www.lifecarehll.com and in CPP portal.

11. In the event of any of the above mentioned dates being declared as a holiday in the organisation, the next working day will be considered as per prescribed venue & time.

12. There is NO PROVISION of uploading late tender beyond stipulated date & time in the e-tendering system. HLL reserves the right to accept or reject all/or any of the tenders in full or part without assigning any reason thereof.

13. Amendments, if any, to the tender will be published only in the website www.lifecarehll.com and / or in CPP portal.

14. **SPECIFIC Instructions for e-Tender Participation:-**

1. Applicants should have valid Class 3 Digital Signature Certificate with encryption.

2. Applicants are requested to read the tenderer help document on e-tender web site link before proceeding for submitting their Application.

3. The prospective Applicants have to register with the E-procurement system of HLL at https://etenders.gov.in/eprocure/app. On completion of the registration process, the Applicants will be provided user ID and password within 7 working days. In order to submit the Applications Electronically, Applicants are required to have a valid Class 3 Digital Signature Certificate (signing and encryption/ decryption certificates).

4. Applicants are requested to register for issuance of User ID and Password well in advance in order to avoid last minute rush. The process normally takes 03 days' time.

5. Post receipt of User ID & Password, Applicants can log on for downloading & uploading tender document.

6. Tenderer may download the TED document from the web site www.lifecarehll.com or www.etenders.gov.in/eprocure/app.

7. The submission of online documents can only be done through https://etenders.gov.in/eprocure/app.

8. This TED is an e-Tender and is being published online in Government eProcurement portal, https://etenders.gov.in/eprocure/app.

9. Applicants shall ensure that their submissions are complete in all respects and are to be submitted **online through e-procurement portal (as described above). No DEVIATION is acceptable.**

10. A person signing (manually or digitally) the TED form or any documents forming part of the contract on behalf of another shall be deemed to warrantee that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the purchaser may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all cost and damages.

11. All the necessary documents as prescribed in the TED document shall be prepared and scanned in different files (in PDF format as prescribed) and uploaded for on-line submission of tender/Application.

12. Documents should be uploaded **online only** in the prescribed format given in the website. No other mode of submission shall be acceptable.

13. The prospective Applicants may **scan the documents in low resolution (75 to 100 DPI)** instead of 200 DPI. The documents may be scanned for further lower resolution (if possible). This would reduce the size of the Cover and would be uploaded faster. The tenderer should however ensure the clarity and legibility of the text.

14. The Individual file size of uploading is restricted to 3 MB. Applicants may upload multiple files (Not exceeding 3 MB individually) & relevant file name indicating the contents.

Vice President (HR & SP) i/c
HLL Lifecare Ltd.
(A Government of India Enterprise)
HLL Bhavan - Corporate Head Office,
Poojappura – PO, Thiruvananthapuram - 695012,
Kerala, India

HLL LIFECARE LIMITED

1. OBJECTIVE

The objective of the tender is to empanel a competent Ticket Booking Partner for providing comprehensive travel booking and travel management services for flights, hotels, cabs, buses, and associated travel requirements of HLL as and when required. The selected service provider must offer an integrated digital platform with strong operational support, seamless booking experience, corporate travel policy compliance, cost optimization and transparent reporting.

2. SCOPE OF WORK:

1. **Travel Booking and Management:**
   The agency shall provide tools within the portal for booking and managing all travel-related activities, including but not limited to domestic and international flights, hotel accommodations, cab services, train and bus bookings. The system must support real-time bookings, modifications, and cancellations as per the requirements of the employees and administrators.

2. **Expense Management and Settlement:**
   The system shall include a module for managing and settling travel expenses. This module should facilitate the submission, approval, and reimbursement of travel expenses, ensuring compliance with the organization's policies and streamlining the expense management process.

3. **Integration with Existing Systems:**
   The agency shall ensure that the Online Integrated Travel Management System is fully integrated with other relevant systems within the HRMS portal. This includes, but is not limited to, payroll, finance, and accounting systems to automate data flow and reporting.

4. **Automation and Reporting:**
   The system shall offer automation features that enable the generation of various reports, such as travel expense summaries, trip approvals, and booking histories. The agency must ensure that these reports can be customized as per the organization's needs and support data-driven decision-making.

5. **User Access and Role Management:**
   The system should include robust user access and role management features. This will ensure that only authorized personnel can access certain features or data within the system, aligning with the organizations security protocols

6. **Support and Maintenance:**
   The agency shall provide ongoing support and maintenance services for the Online Integrated Travel Management System. This includes regular updates, bug fixes, and user support to ensure the system remains functional and secure over time.

7. **Training and Documentation:**

The agency shall provide comprehensive training to HLL employees on how to use the new system effectively. Additionally, detailed documentation covering all aspects of the system, including user manuals and technical guides, should be provided.

8. **Compliance and Security:**

The system must adhere to the highest standards of data security and privacy, ensuring that all travel related data is protected. The agency shall also ensure that the system complies with relevant legal and regulatory requirements related to travel management and data protection.

9. **Pilot Testing and Feedback:**

Before full deployment, the agency will implement a pilot phase where the system is tested with a select group of users. This phase allows for the identification and resolution of any issues or challenges. Feedback from the pilot users will be gathered and used to refine the system and improve the overall user experience.

10. **Go-Live Support:**

Upon successful completion of the pilot phase, the agency will oversee the full rollout of the system across the organization. During this period, the agency will provide on-site or remote support to address any technical issues, answer user queries, and ensure a smooth transition to the new system.

11. **Post-Onboarding Review and Optimization:**

After the system has been fully deployed, the agency will conduct a post-onboarding review to assess the system's performance, user satisfaction, and alignment with organizational goals. Based on this review, the agency will recommend and implement any necessary optimizations to enhance the system's efficiency and effectiveness.

12. **Customization:**

The agency will provide continuous support and fulfil customization requirement if any, for HLL.

13. **On-Boarding of External Stakeholders**:

The Self-Booking Tool (HLL TICKET BOOKING SOFTWARE) should provide HLL with the ability to efficiently create, manage, and update profiles of external stakeholders as required. This functionality must be accessible to both Admin (Restrictive administrative privileges) and Super Admin roles (Full administrative access), ensuring that the system remains flexible and adaptable to various stakeholder management needs.

3. **HLL TICKET BOOKING SOFTWARE REQUIREMENTS**

   3.1 HOME PAGE

   1. **Profile Management:** Display employee details, with an option for users to edit nonmandatory fields after a specified period.

   2. **Official Travel Request:** Allow employees to create official trip requests, specifying the trip type, date range, purpose, origin and destination, and selecting required services (Airline, Accommodation, Cab/Taxi, Bus, Train).

   3. **View Submitted Requests**: Provide a section to view both Official and Personal trips separately, with options to modify, edit, or cancel the trips/services as needed.

   4. **Booked Itinerary**: Under Official Travel, employees should be able to view, cancel, print tickets/vouchers, perform web check-in, and declare no-show. These functions should also be available separately for Personal Travel.

   5. **Feedback:** Enable employees to submit feedback on each service utilized after completing a trip. Feedback should be accessible to Admin in a report format with the option to reply, including all details.

   6. **Pending Approvals:** A section for approving authorities to approve or reject pending official travel requests.

   7. **Personal Booking:** Allow employees to book and pay in real-time for any service (Airline, Accommodation, Cab/Taxi, Bus, Train) for themselves or their family members.

   8. **Admin Section**: Provide Admin or Super Admin access to select HLL employees, view MIS reports and graphs for all services, and access employee data as stored in the HLL TICKET BOOKING SOFTWARE database.

   9. **User Manual & Guides**: A repository for user guide videos and manuals covering every process within the booking software must be provided.

   3.2 MOBILE APPLICATION

   1. **Comprehensive Functionality:** The agency must deliver a Progressive and Responsive mobile application that mirrors all the features and functionalities available on the HLL TICKET BOOKING SOFTWARE web platform. Every page of the HLL TICKET BOOKING SOFTWARE should be fully compatible with mobile screen views.

   2. **Seamless Performance:** The HLL TICKET BOOKING SOFTWARE mobile app should be designed to load efficiently, even if the page is minimized after a command is submitted or when switching between other mobile applications.

3. **Real-Time Synchronization:** Any updates or changes made to the web application should be immediately reflected on the mobile application, ensuring a consistent user experience across platforms.

3.3 INTEGRATION WITH HRMS TOOLS:

1. **HRMS Data Synchronization:** The HLL TICKET BOOKING SOFTWARE system must have ability to integrate with current or future HRMS tools (such as People strong, Darwin box etc. HLL may engage in future to ensure seamless real-time data synchronization. Employee profiles, travel entitlements, approvals, and other relevant data should be auto-synced to the HLL TICKET BOOKING SOFTWARE from HRMS.

2. **Single Sign-On (SSO):** Implement Single Sign-On (SSO) using a HRMS tool, enabling employees to access the HLL TICKET BOOKING SOFTWARE system using their existing HRMS login credentials without the need for multiple logins.

3. **Travel Approval Workflow:** The HLL TICKET BOOKING SOFTWARE should pull travel-related information from the HRMS portal. Travel requests in HLL TICKET BOOKING SOFTWARE must be synchronized with the HRMS tool approval workflow to ensure consistency in official travel management.

4. **Profile and Entitlement Sync:** Employee profiles and travel entitlements will be auto-synced with the HRMS portal and displayed within the HLL TICKET BOOKING SOFTWARE interface.

3.4 INTEGRATION WITH SAP-ERP:

1. ERP Integration Overview: The HLL TICKET BOOKING SOFTWARE should be able to seamlessly integrate with the SAP ERP to ensure data consistency, including real-time updates of travel expenses, budget approvals, and employee profiles.

2. Financial Data Sync: Travel-related expenses should be automatically synced between HLL TICKET BOOKING SOFTWARE and ERP to allow for proper tracking, budget allocation, and reconciliation in ERP. Payment statuses, vendor information, and receipts must be synchronized with the ERP system.

3. Approval Workflow Integration: The approval workflows related to travel requests should be synchronized between ERP and HLL TICKET BOOKING SOFTWARE to ensure consistency across platforms, with approvals and rejections properly updated in both systems.

4. Real-Time Data Flow: Any changes made to employee details, travel requests, or budgets in the ERP should reflect immediately within the HLL TICKET BOOKING SOFTWARE platform and vice versa, ensuring that both platforms remain aligned in real-time.

3.5 DATA-SECURITY:

1. The Vendor/Service Provider shall implement and maintain robust security measures, in compliance with Indian laws to safeguard the Company/Client's data from unauthorized access, disclosure, and breaches. This includes encryption, secure access controls, and multifactor authentication (MFA) to ensure only authorized personnel can access the systems.

2. Regular security audits and vulnerability assessments must be conducted, with audit reports provided to the Company/Client upon request. In the event of a data breach, the Vendor/Service Provider must notify the Company/Client within 72 hours and cooperate fully to mitigate the breach. Backups of all data must be securely encrypted and regularly maintained as per industry standards.

3. Upon termination, all data must be securely returned or destroyed, adhering to Indian legal requirements for data retention and destruction.

3.6 ADMIN/SUPER ADMIN LOGIN:

1. Login Provision: The HLL TICKET BOOKING SOFTWARE system must include distinct login functionalities for Admin and Super Admin roles. These logins should be separate from any HLL employee numbers and differentiated based on board divisions and specific roles.

2. Super Admin Console: The Super Admin console will be accessible through a unique full access to all user accounts within the HLL TICKET BOOKING SOFTWARE system, including the ability to submit requests and make service bookings without requiring individual passwords.

3. Admin Access: Access rights for central admins may vary. The HLL TICKET BOOKING SOFTWARE system should be equipped to manage these individual access levels and allow specific Admin/Super Admins to book services according to their designated permissions.

4. MIS Reports: The agency is required to provide all MIS reports related to services booked through Admin/Super Admin logins. The format for these MIS reports will be shared with the agency.

5. GST Invoices: Admin/Super Admin logins should have the capability to view and download GST invoices for all services rendered.

4. **MODE OF BOOKING**

4.1 **AIR TICKET BOOKING**

1. Corporate Agreement Compliance: HLL may establish corporate agreements with various airlines, and the service provider must ensure that the HLL TICKET BOOKING SOFTWARE displays fares with the appropriate corporate codes. The system should present airline retail, corporate, or any special fares offered by the service provider, prioritizing corporate fares unless lower fares are available. The agency will be responsible for any liabilities arising from the failure to adhere specified codes. In case HLL does not have a corporate agreement with any particular airline(s), then the service provider will need to facilitate such corporate collaboration.

2. Fare Display: The HLL TICKET BOOKING SOFTWARE should display only one fare per flight class, selecting the lowest available option based on the company requirements.

3. Real-Time Flight Information: Upon submission of an air travel request, the HLL TICKET BOOKING SOFTWARE must display all available flights for the selected sector in real-time, showing the relevant corporate/retail fares without delay.

4. Comprehensive Booking Options: The HLL TICKET BOOKING SOFTWARE should facilitate air ticket bookings for all domestic and international flights available on GDS (Global Distribution System)/web-based systems, including regional airlines. The system must display comprehensive details such as ticket cost, flight timings, flight date, sector, booking class, available seats, and cancellation policies.

5. Fare Recommendations: The system should recommend the lowest available fares within the shortest possible time frame as defined by HLL. It should also allow users to view seat maps, select meals and choose paid seats and meals (if eligible).

6. Full Airline Coverage: The HLL TICKET BOOKING SOFTWARE should support booking services for all current and upcoming airlines with domestic operations in India, including low-cost and budget airlines, for the entire contract duration and any extensions.

7. Real-Time Cancellation: The HLL TICKET BOOKING SOFTWARE should allow for the real-time cancellation of air tickets, even after web check-in. Upon cancellation submission, users should be able to immediately submit a new request for the same sector without waiting for the cancellation status to update.

8. Fare Integrity: Displayed fares should incorporate HLL's promotional codes exactly as provided by the airlines. The service provider must not alter these fares.

9. Flexible Booking Options: The HLL TICKET BOOKING SOFTWARE should support booking one-way, return, multi-city, and connecting flights within a single ticket wherever possible.

10. Duplicate Booking Prevention: The system should prevent the booking of two air tickets for the same sector on the same date. However, if booking is required for the same sector on different dates within a single trip, the HLL TICKET BOOKING SOFTWARE will alert the user of the existing booking. Upon

acknowledgment and providing reasons, the employee will be allowed to proceed with the new booking.

11. Connecting Flights: If no direct flights are available between any point-to-point sectors, the HLL TICKET BOOKING SOFTWARE should suggest the best connecting flights with the same airline. It should also allow connections between different airlines, with a minimum layover of 3 to 4 hours.

12. Rescheduling Facility: The HLL TICKET BOOKING SOFTWARE should include an online rescheduling option for air tickets. If an airline does not offer rescheduling, the agency staff will handle the same.

13. Visa Assistance: Providing support for obtaining necessary visas and travel documentation for international trips.

14. Travel insurance: Arranging comprehensive travel insurance coverage for domestic and international travels for individuals, ensuring protection against trip-related risks.

15. Blocking of Tickets: The agency must be able to block tickets as and when required by HLL as per the airline policy.

4.2 HOTEL BOOKING

1. Comprehensive Online Booking: The HLL TICKET BOOKING SOFTWARE should provide an online accommodation booking facility for both nominated (if any) and non-nominated hotels, including GDS/web-based hotels within the country and internationally (ROW). The platform must display hotel room tariffs, star ratings, addresses, reviews, ratings, location maps, room and hotel facility images, cancellation policies, and information about airport pickup/drop services (if available). It should also support GST-compliant invoicing.

2. Corporate Tariff Compliance: HLL may nominate hotels which should be incorporated by the agency on the HLL TICKET BOOKING SOFTWARE. The service provider must display these negotiated tariffs for nominated hotels in the HLL TICKET BOOKING SOFTWARE. If the service provider offers its own special tariffs, these may be displayed only if they are lower than HLL's corporate rates. The service provider will bear the liability for any non-adherence to booking accommodations using specified codes (if any).

3. Booking and Cancellation Services: The HLL TICKET BOOKING SOFTWARE should facilitate online booking and Cancellation services for all hotels, including new ones, throughout the contract period and any extensions. If online cancellation is not possible, the agency's SPOC should handle it offline promptly. The system must support full and partial cancellations in real-time for bookings made under HLL corporate rates and retail rates for both GDS and non-GDS hotels.

4. Real-Time Inventory: The service provider is responsible for ensuring real-time, accurate inventory of hotel room availability on the HLL TICKET BOOKING SOFTWARE without any time lag. The platform should only display GST-compliant hotels, whether nominated or non-nominated, and the service

provider must ensure that all non-nominated hotels provide GST-compliant invoices. The bidder must guarantee at least five GST-compliant hotels in each city.

5. Retail Rate Display: For a specific room category at a nominated hotel, the agency may display its own retail rate, but only if it is lower than the HLL nominated rate for the same room category.

6. Group Booking Capabilities: The HLL TICKET BOOKING SOFTWARE should offer online/offline group booking facilities at a single location or hotel for the same or different employee grades, including CP/ MAP tariffs (complimentary breakfast and one major meal). The agency should have the capability to negotiate with hotels for the following during group bookings:

   • Complimentary drop-off and pick-up services to and from the venue.
   • Complimentary laundry services for long-duration group bookings.
   • Complimentary breakfast and two major meals (buffet lunch and dinner) on Sundays and
   • holidays.
   • Twin sharing accommodation (two separate beds) for participants.

7. MICE/ Event/ Conference Arrangements: The agency should be capable of organizing conferences/meetings and events for HLL at any location within or outside the country. This includes group hotel bookings, conference hall reservations, event management, and more.

8. Partial Cancellation Option: Once the check-in date has passed, the HLL TICKET BOOKING SOFTWARE should offer a partial cancellation option instead of a full cancellation.

9. Multiple Location/City Bookings: Within a single trip, the HLL TICKET BOOKING SOFTWARE should permit multiple hotel bookings across different locations/cities on the same day, ensuring that none overlap, considering the dates and times of accommodation. While overlapping trip dates for the same user are not allowed, trips that start at the end of one and the beginning of another on the same day are permitted.

10. Daily Tariff Display: The HLL TICKET BOOKING SOFTWARE should display per-day hotel tariffs under CP Plan (excluding GST), with a preference for Modified American Plan (MAP) rates.

11. Last-Minute Cancellations: In the event of last-minute or sudden cancellations by hotels, the agency is solely responsible for securing alternate accommodations of the same grade within one hour of the scheduled stay time at no extra cost to the user.

4.3 TRAIN BOOKING

1. Submission Process: The process for submitting a trip request with Train service will mirror the procedure outlined for Bus service in Clause 3(14).

2. Real-Time Seat Availability: The HLL TICKET BOOKING SOFTWARE should display real-time availability of seats, classes, and fares for trains operating between the selected stations. This data will be retrieved live from the IRCTC website.

3. Class Selection: The HLL TICKET BOOKING SOFTWARE should allow users to select the appropriate class (based on their eligibility) for the desired train and submit the trip request accordingly.

4. Ticket Booking: Once the trip is approved, the HLL TICKET BOOKING SOFTWARE vendor will proceed with booking the train tickets online via IRCTC APIs, if allowed. If direct booking through APIs is not permitted, the booking will be handled from the backend by the HLL TICKET BOOKING SOFTWARE vendor.

5. Alternate Booking Options: If the selected train and class are unavailable at the time of actual booking, the HLL TICKET BOOKING SOFTWARE vendor's helpdesk team will contact the employee via phone and email with alternative options for the same sector. The booking will be completed if the employee approves the alternative.

6. Tatkal Booking Option: In cases where regular train tickets are not available at the time of trip submission, the HLL TICKET BOOKING SOFTWARE should provide an option for requesting Tatkal tickets, if this provision is available for the selected train.

7. Booking Restrictions: The system should prevent multiple train bookings, including Tatkal tickets, for the same date or sector.

8. Cancellation Process: Train ticket cancellations should be processed online through the HLL TICKET BOOKING SOFTWARE. Cancellations can be made up to 2 hours before the train chart is prepared (usually 6 hours before departure).

9. Cancellation Policy: The cancellation policy for train bookings should be clearly displayed and recorded at the time of booking.

4.4 TAXI/CAB BOOKING

1. Cab/Taxi Request Submission: The HLL TICKET BOOKING SOFTWARE should provide a feature for employees to submit Cab/Taxi booking requests by entering the required details, including start date and time, end date and time, boarding city, destination city, boarding point, destination point, local or outstation requirements, and any additional remarks. Employees should be able to submit requests for both intercity and within-city limits.

2. Approval and Communication Process: Once the request is approved, complete details of the Cab/Taxi requirement will be automatically sent via email, SMS, or WhatsApp to the respective local transporters which may or may not be on HLL panel. This communication will include a confirmation or denial link.

3. Transporter Response and Display: The details of the transporter receiving the email will be displayed on the HLL TICKET BOOKING SOFTWARE. Transporters must confirm or deny the request within two hours. If a transporter fails to respond within this time frame, the system will automatically send the request to the next transporter in line, disabling the link for the previous transporter.

4. Booking Confirmation: Upon acceptance of the booking by any transporter, an auto-generated email will be sent to the employee and the local HLL officer, providing the transporter details. The transporter can then send the Cab/Taxi details via the email confirmation link, or directly to the employee and HLL office through email, WhatsApp, or SMS.

5. Denial and Alternate Transporters: If the transporter denies the request, they must provide a proper reason or remark. The system will then send the request to the next transporter on the list with the same confirmation/denial link option.

6. Transporter List and Rates: HLL-nominated passenger vehicle transporters (if any) with corporate tie-up rates will be shared with the HLL TICKET BOOKING SOFTWARE vendor, if any. In cases where none of the HLL nominated transporters can provide a vehicle, or if the HLL local office does not have a nominated transporter, the HLL TICKET BOOKING SOFTWARE vendor may offer its own transporter rates, provided they are lower than the HLL-nominated rates. The booking will proceed based on these rates.

7. GPS Tracking and Payment Validation: The HLL TICKET BOOKING SOFTWARE vendor is responsible for providing comprehensive details and data from the Cab/Taxi tracking system. Payment to the vendor will be based on the information received through the Cab/Taxi GPS tracking module. Without the GPS-tracked details of actual kilometres travelled, as well as start and end times, no payment will be processed.

4.5   BUS BOOKING

1. Real-Time Online Booking: The HLL TICKET BOOKING SOFTWARE should offer a real-time online booking facility for buses, allowing employees to book travel between two cities or multiple cities. The system should support selection of departure dates, originating cities, destination cities, and provide options for one-way, return, or multi-city sectors.

2. Booking Details Display: The HLL TICKET BOOKING SOFTWARE should display real-time availability of buses, including live fares, boarding points, destination points, seat availability, bus exterior and interior photos (if available), cancellation policies, type of bus (AC/Non-AC), and customer ratings within the booking request flow.

3. Route Recommendations: The HLL TICKET BOOKING SOFTWARE may recommend the shortest route with the least possible travel time. Employees can then select their preferred bus route and type. Once the booking is confirmed, tickets with complete bus details, including pick-up information, should be immediately sent to the employee via email or SMS. The trip and bus booking data should be automatically transferred to SAP/ESS in real-time.

4. GST Invoicing: The HLL TICKET BOOKING SOFTWARE vendor will raise GST-compliant invoices for bus bookings on HLL's GSTIN.

5. Booking Restrictions: The system should prevent multiple bus bookings for the same date and sector. In the event that there is no direct bus available, the HLL TICKET BOOKING SOFTWARE should display the best connecting buses between the two cities.

6. Cancellation Process: Bus ticket cancellations should be processed online through the HLL TICKET BOOKING SOFTWARE, with credit notes issued for any applicable refunds. In the case of a "No Show" beyond the bus cancellation time, the employee will have the option to submit a self-declaration in the HLL TICKET BOOKING SOFTWARE. The cancellation button will be deactivated beyond the set cancellation time, as determined by HLL.

7. Service Overlap Prevention: The HLL TICKET BOOKING SOFTWARE should ensure that bus bookings do not overlap with any other service bookings.

8. Online Bus Tracking: Wherever possible, the agency should provide online tracking for the booked bus through the HLL TICKET BOOKING SOFTWARE.

5. BOOKING PROCESS

5.1 TRIP REQUEST CREATION – EMPLOYEES

In the HLL TICKET BOOKING SOFTWARE, employees should be able to create and submit trip requests with all necessary details for booking services such as Air Travel, Accommodation, Cab/Taxi, Bus, and Train. Each trip will be assigned a unique trip number, with each service line item linked to a unique request number derived from the trip number. This system will facilitate the identification and payment of the trip service requests.

1. Trip Request Details:

   - Request Of: This section will have five or more categories, each containing subcategories known as Trip Types.

   - Trip Type: Each Trip Type will offer multiple categories for selection. The specifics will be provided to the agency.

   - Origin & Destination City: These will be free text fields, allowing the use of commas between words.

   - Trip Start & End Date: Users can select dates from the calendar, applicable to past, current, or future dates.

   - Purpose of Trip: This will include multiple predefined options and an open text field for detailed trip reasons.

   - Services: Employees can select one or multiple services (Air, Accommodation, Cab/Taxi, Bus, Train) based on the Trip Type selected. A matrix for allowed services corresponding to each Trip Type will be shared with the agency.

- Airline: Options include one-way, round-trip, or multi-city travel, with predefined airport selections, departure and return dates, and booking classes (Economy, Premium Economy, Business).

- Accommodation: Employees can choose single or multiple cities from a predefined city master, with check-in and check-out dates. The HLL TICKET BOOKING SOFTWARE will display real-time hotel availability; if hotels are unavailable in a city, employees can still proceed with just the city name.

- Cab/Taxi: Options for single or multiple cities, including required dates and times for airport pick-up/drop-off, full-day, half-day, or multiple dates during the trip.

- Bus: Employees can select one-way, round-trip, or multi-city bus travel, with departure and arrival cities and dates. The HLL TICKET BOOKING SOFTWARE will display real-time availability of buses, seats, and meals before allowing selection and booking.

- Train: Options include one-way, round-trip, or multi-city train travel, with departure and arrival stations and dates. The HLL TICKET BOOKING SOFTWARE will display real-time availability of trains and meals before allowing selection and booking.

- Declarations: The HLL TICKET BOOKING SOFTWARE should provide multiple declaration options for selection as required by HLL policy.

- Review Before Submission: Before submission, users should be able to review the selected services.

- Approval Workflow: The names of approvers should be displayed before submitting the trip request for approval.

2. Configurable Approval Process: The HLL TICKET BOOKING SOFTWARE must allow for changes in the configuration of trip request submission and the approval process to accommodate updates in HLL requirements.

3. Approval Flexibility: Submitted trip requests with selected services (Air Ticket, Accommodation, Cab/Taxi, Bus, Train) can be approved or rejected by the approver/recommender via email, SMS link, or through HLL TICKET BOOKING SOFTWARE login on both web and mobile platforms.

4. Post-Facto Approval: The HLL TICKET BOOKING SOFTWARE should include an option for post-facto approval, allowing users to submit and book services immediately through a self-declaration, without waiting for prior approval.

5. Post-Facto Monitoring: If a post-facto approval is pending, all data related to such trips, including booked or cancelled services, must be shared with the HLL system for further action. A detailed report of these trips should also be accessible to Admin/Super Admin.

6. No Modifications During Pending Approvals: For trips awaiting post-facto approval, no further modifications will be allowed until approval is granted. The HLL TICKET BOOKING SOFTWARE should support a multi-level approval process, which may vary by trip type and employee grade. The specific approval levels will be provided by HLL to successful bidders.

7. Auto or Manual Booking: The HLL TICKET BOOKING SOFTWARE should offer users the option to select between Auto or Manual (default) booking of services once the trip is approved. In Auto mode, services are automatically booked upon approval, whereas in Manual mode, user action is required to confirm bookings.

8. Handling Fare Changes: During service fulfilment (Auto or Manual), if there is a change in fare or tariff, the booking should still proceed without reapproval, provided the change is within a specified limit based on the employees entitlement.

9. Automated Notifications: Upon booking any service, the system should automatically email the tickets or vouchers to the employee and send details via SMS/WhatsApp. Employees should have the option to resend these details to their registered or personal email at any time.

10. Trip Modifications: The HLL TICKET BOOKING SOFTWARE should include a "Modify Trip" option, allowing employees to edit trips to add additional services (Airline, Hotel, Cab/Taxi, Bus, Train) or adjust trip details (dates, reason, trip type, etc.) without selecting new services.

11. Duplicate Request Prevention: Under the "Modify Trip" option, the HLL TICKET BOOKING SOFTWARE must prevent the submission of duplicate requests for the same date and sector across all services. All modifications will require approval as per HLL policy. Once approved or post-facto approved, employees can book the modified services. No further modifications are allowed until pending post-facto approvals are resolved.

12. Consistency in Trip Numbers: If a trip is modified, the original trip number will remain unchanged. Auto-saving of trips is not allowed for fresh or modified trips before they are submitted for approval.

13. Handling Rejected Requests: If a trip request is rejected, the user can modify and resubmit the same request. If the modified trip is rejected again, it will revert to its status prior to the modification.

5.2 TRIP REQUEST CREATION - NON-EMPLOYEE /EXTERNAL MEMBERS BOOKING:

1. Booking Requirements: Official bookings for non-employees, assessors, or external members must be processed through the HLL TICKET BOOKING SOFTWARE system as per business requirements. The successful vendor must ensure that the system accommodates the inclusion of complete details for such individuals.

2. Approval Matrix: The vendor must incorporate an approval matrix into the HLL TICKET BOOKING SOFTWARE system to facilitate the updating of data for non-employees, assessors, and external members. However, the approval pocess must be kept as optional as HLL may decide whether to enforce the process or not.

3. Service Request Submission: After the data is updated in HLL TICKET BOOKING SOFTWARE, service requests for non-employees, assessors, or external members can only be submitted according to the employee grade as determined by HLL. Each request will require mandatory

approval, with the approval matrix varying from case to case. Service bookings will be confirmed only after approval.

5.3 PERSONAL BOOKING

1. Booking Provisions: All HLL users of the HLL TICKET BOOKING SOFTWARE system will have the option to book personal air tickets, hotel accommodations, cab/taxi services, buses, and trains directly through the HLL TICKET BOOKING SOFTWARE system on a direct payment basis.

2. Approval Requirements: No approval is needed for personal bookings of air tickets, hotels, cabs/taxis, buses, or trains.

3. Reporting and Integration: While trip or booking details for personal bookings do not need to be shared with SAP/ESS, a comprehensive MIS report of all personal bookings will be made available to the HLL TICKET BOOKING SOFTWARE Admin/Super Admin.

4. Fare Display: For personal bookings of air tickets, hotels, and cabs/taxis, both corporate and retail fares will be displayed.

5. Booking Separation: Personal bookings must be distinctly separated from official bookings, with clear identification and differentiation to avoid any confusion.

6. Cab/Taxi Booking: In personal cab/taxi bookings, the agency can display their rates for online bookings, including cancellation policies and additional charges per kilometre or hour. The HLL TICKET BOOKING SOFTWARE system should be able to suggest the lowest rate offered by transporters or travel agents.

7. Payment Methods: Payment for personal bookings (air tickets, hotels, trains, buses, cabs/taxis) should be made via credit card, debit card, net banking, or UPI. The agency is responsible for ensuring the security of the payment gateway in compliance with RBI or government regulations. Discounts and offers on bank, credit, and debit cards, if applicable, may also be provided by the agency.

8. Refund Policy: original payment method. If the original payment method is inactive at the time of the refund, it may be credited to new bank details provided by the employee. Refunds, minus any cancellation or service fees, should be processed within 7 working days from the date of receipt of the refund from the respective airline, hotel, cab/taxi, train, or bus provider.

5.4 CANCELLATIONS

1. Online Cancellation Handling: The HLL TICKET BOOKING SOFTWARE system should support real-time online cancellation for both Current and future bookings across various services as follows:
    - Airlines: Cancellation requests should be processed through the HLL TICKET BOOKING SOFTWARE system up to three hour beyond the deadline specified by the respective airline.

- o Hotels: Cancellations should be allowed until the standard check-in date and time for each hotel, before the booking becomes a no-show.
- o Cabs/Taxis: Cancellations should be possible up to 3 hours before the scheduled reporting time or according to the cancellation policy of the respective vendor.
- o Buses: Cancellations should be handled up to 8 hours before departure time or in
- o Trains: Cancellations should be permitted as per the IRCTC rules

Note: Cancellation timings beyond the allowed period as specified by the service provider may be subject to HLL requirements. The system should have the flexibility to adjust these timings as needed.

2. Cancellation Policy Display: The HLL TICKET BOOKING SOFTWARE system should display the detailed cancellation policy for both corporate and retail fares at the time of booking. For hotel reservations, the cancellation policy must include details on the free cancellation period and any retention charges applicable beyond that period.

3. Partial Cancellations: The HLL TICKET BOOKING SOFTWARE system should manage partial cancellations for hotel accommodations in real time. If a partial cancellation is processed offline, the status should be updated immediately in the HLL TICKET BOOKING SOFTWARE system, and any cancellation penalties should be updated within 24 hours upon confirmation from the hotel.

4. Request for cancellation: For the services wherein, real-time cancellation is not available on the portal or app, there should be a provision to raise the request for cancellation through portal and app.

5. Reporting Charges: If there are charges associated with partial cancellations, a report should be available under the admin login.

6. Payment of Cancellation Charges: HLL will pay cancellation charges according to the policy based on the corporate deal with airlines and nominated hotels. For train cancellations, HLL will adhere to the charges defined by Indian Railways/IRCTC.

7. No-Show Handling: For any no-show incidents, the HLL TICKET BOOKING SOFTWARE system should provide an option to "Recover from Me" instead of a cancel button.

8. Approval Requirements: Cancellations of air tickets and hotel bookings do not require any additional approval, and no service fees will be charged for these cancellations. Trip cancellations also do not require approval; however, an email notification will be sent to the concerned controlling officer. No service fees will be applicable for trip cancellations.

6. TRAVEL DESK

1. Call Centre: The agency will operate a 24/7 call centre, available every day of the year, with dedicated staff to assist employees with booking modifications. If employees are unable to make changes online, they can provide their credentials for identity verification, after which call centre staff will handle the booking modifications through the HLL TICKET BOOKING SOFTWARE system.

2. Technical Support: The agency will provide round-the-clock technical support to address any issues encountered by users, Admins, or Super Admins related to services, rule engines, or data flow within

the HLL TICKET BOOKING SOFTWARE system. All implant, call centre, and technical support services will be provided at no cost to HLL.

3. Booking Issues: If booking an air ticket, bus, train, or accommodation is not feasible through the HLL TICKET BOOKING SOFTWARE system due to valid reasons, implants and call centre staff will handle these bookings only upon instructions from an authorized admin or super admin representative. Such bookings will be documented with valid reasons and will be subject to audit. Details of these bookings must be updated in the HLL TICKET BOOKING SOFTWARE system by the implant or call centre staff.

4. Relationship Managers: The vendor must provide three well-trained relationship managers who will serve as the exclusive points of contact for all technical, financial, and other issues. An escalation matrix, clearly defining responsibilities, will be incorporated into the HLL TICKET BOOKING SOFTWARE system.

5. Rescheduling Facility: The HLL TICKET BOOKING SOFTWARE system should offer an online facility for rescheduling air tickets, hotel bookings, and bus bookings, with proper documentation for audit purposes. For rescheduled bookings, any fare or tariff differences will be paid.

6. System Audit Logs: The HLL TICKET BOOKING SOFTWARE system must maintain real-time system audit logs that track every transaction, with the capability to monitor all travel management activities. The system should be able to produce audit logs in the format required by HLL.

7. User Documentation and Training: The agency is responsible for creating a detailed user manual and a video tutorial with voiceover covering all aspects of services available in HLL TICKET BOOKING SOFTWARE.

8. The service provider must ensure that the system does have the load carrying capacity.

SECTION-2

1. **MINIMUM QUALIFICATION CRITERIA:**

Sl. No	Basic Requirements	Specific requirements	Documents Required
1	Registration	The bidders interested in participating in the selection process must be a duly registered legal entity in India under any one of the following categories: 1. A limited liability partnership registered under the LLP Act 2008 2. An Indian company registered under the companies act 3. A Partnership firm registered under the Indian Partnership Act 1932. With minimum 10 years of existence at the time of submission of the Bid	Registration documents of the bidder as a company/ firm or any legal entity along with: 1. Incorporation certificate of the company 2. Certificate copy of the registerted partnership deed 3. MSME Certificate 4. Any other supporting documents as required 5. GST Certificate 6. PAN Card 7. IATA certificate
2	Turnover	Minimum Average turnover of at least INR 10 (Ten) Cr. Generated in the past three (3) financial years (2022-23, 2023-2024 and 2024-25)	CA Certificate certifying the turnover for FY 2022-23, 2023-2024 and 2024-25, Registration Number, FRN, UDIN, or; ii. Audited Financial Statements for FY 2022-23, 2023-2024 and 2024-25 (to support the claim). iii. For the year 2024-25, the unaudited financial statement may be submitted.
3	Experience	The Bidder(s) must have relevant Experience in providing the customized self-booking portal for travel related services for Central or State Govt., Union Territory, PSU, CPSU,SPSU, private organizations in the last 05 (five) Financial Years as per following: • Three (03) Similar Completed/ ongoing works each one having contract value of 1 Crore	Contract/ Agreement/ Work Orders / Completion certificate from client(s) that clearly states the details of the scope of work, date of commencement & completion (as required) providing the customized selfbooking portal for travel related services and all other essential details of the contract in the Client letterhead signed by the issuing authority providing the details of the project/contract.
4	Non-Blacklisting	The bidding entity must not be Blacklisted / terminated / debarred by any state or central government or their agencies and should not have been found guilty of any criminal offence by any court of law, in the last three (3) years.	Submission as per format given in Format 1- Declaration)
5	Security Certificate	ISO/IEC 27001 Certification	The bidder must submit the valid certificate copy.

2. **TENDER EVALUATION CRITERIA (QCBS):**

Evaluation of the bids will be done in two-stages namely Technical Evaluation (comprising pre-qualification check and technical presentation) and financial evaluation based on QCBS basis.

Determination of Lowest Quoted Rate (L1):

1. The bids shall be evaluated on **Quality and cost based selection (QCBS)**
2. In deciding the final selection of the service provider, the technical bid of the proposal will be given a weightage of 70% and the financial bid will be given a weightage of 30% (in case of QCBS)
3. The financial bids of only those bidders who qualify for the technical evaluation will be invited. (in case of QCBS)
4. The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

   - Step 1: Calculate the weighted average score for each parameter.
   - Step 2: Compute the sum of all weighted scores ($\sum Fn$).
   - Step 3: Determine the H1 rate using the formula:
     $$Fn = 1 - (Fb / Fmax)$$
   - Step 4: Apply the price bid weightage of 30% to the total score, i.e., ($\sum Fn \times 30$).
   - Step 5: Calculate the final total score using the prescribed formula.

   Total Score = Technical Score* 70% (Weightage given to technical criteria)] + [Financial Score* 30% (Weightage given to financial criteria)]

   The Bidder with the highest Composite Score(S) would be awarded the contract

5. In case more than one bidder has obtained same marks then, HLL will call for negotiation with all the lowest parties and will award the contract to the lowest quoted bidder subsequent to negotiation.

Award of Contract

1. HLL will award the Contract to the Bidder who score Highest composite score in the Evaluation Criteria.
2. In the eventuality of failure on the part of the successful bidder to produce the original documents or submit the security deposit, or acceptance of LOI / Work order within the specified time limit, the Bidder's EMD shall be forfeited
3. The rates for the various items quoted by the Bidder shall be rounded to two decimal places. The decimal places in excess of two will be discarded during evaluation.
4. HLL reserves the right to accept or reject any Bid and to cancel the Bidding process and reject all Bids at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Tender Inviting Authority's action.
5. Before awarding the contract, HLL reserves the right to negotiate with the bidder who scores highest score in the evaluation of bids.

3. **TECHNICAL EVALUATION CRITERIA (TECHNICAL BID):**

The technical evaluation shall be based on the following criteria:

Minimum marks required for technical qualification is 70 out of 100

During technical evaluation, the technical presentation round will focus on the clarity of understanding, the approach & methodology and details of experience of the participating bidders. Firms who qualify the pre-qualification criteria shall only be called for the technical presentation round.

Sl. No	Criteria (All the servives offered by the vendor should be online (Web/Mobile) based. Also necessary suporting documents also to be atatched by the service provider)	Marks
1	previous similar projects/ contracts/ agreements/ completion certificate w.r.t for providing the customized self-booking portal for travel related services undertaken in past 5 years from government / public sector recognized organizations/ private sector ((proof to atatch) • 3 projects with annual work value of 5 crores = 5 marks • 5 projects with annual work value of above 5 crores and up to 10 crores = 10 marks • 5 projects with annual work value of above 10 crores = 15 marks	15

2	Annual turnover during last 3 years (In Crores):
	  i. < Rs. 1000 Cr. = 5 marks
	  ii. At least Rs. 1000 Cr to 2000 Cr. = 10 marks
	  iii. Rs. 2000 Cr. to Rs. 3000 Cr. = 15 marks
	
	(proof to be atatch)
		15

3	• Compliance of the Self Booking Tool for Corporates on browser as well as Mobile App with all services as mentioned in the tender ** *(The bidder should demonstrate and to provide a dummy login for evaluation of the portal to HLL)* (15 Marks)
	
	• Availability of Web/ Mobile application with all functionalities for five services (Total 15 marks)
	  i. Air Ticket = 5 marks,
	  ii. Hotel = 5 mark,
	  iii. Cab/Taxi = 2 marks,
	  iv. Bus = 2 mark,
	  v. Train = 1 mark
		30

4	Real-time MIS reports, GSTR 2B are available from the vendor detailing transactions across all services. These reports should be customized to meet the specific requirements of HLL (Sample Reports to attach)	5

5	Complete online billing process includes the generation of digital invoices, issuance of credit notes, and facilitation of GST credit claims, ensuring seamless and efficient financial management (samples to attach)	5
6	**Quality Certifications:** ISO/IEC 27001: 2013 or later (certified for data security), SOC 2 type compliant. (copy to attach) Yes for all-5, otherwise-0	5
7	Agency retains full ownership of the Software and its source code (Proof to attch) • Not owned = Nil mark • Owned = 5 marks	5
8	API connectivity with all domestice airline partners (proof to atatch) Yes- 5 No-0	5
9	Direct hotel contracts (necessary proof to attach) <10000- 1 marks 10000-25000-3 marks 25000 and above - 5	5
10	Average number of air ticket bookings done by the agency during the year 2024-25 (proof to atatch) Less Than 1 Lakh : 1 Marks 1 Lakh-5 Lakhs : Marks 5 Lakhs and above: 5 Marks	5
11	Credit Period given by the party (Please tick the same) 30 days - 3 Marks 45 days – 5 Marks	5
	TOTAL	**100**

4. **PRICE BID :**

As per the excel sheet attached as Annexure-1

HLL LIFECARE LIMITED

1. **Contract Duration:** The contract will be valid for a period of Three (03) years, which may be extended further, subject to satisfactory performance of the service provider on the same terms & conditions and the requirements of HLL.

2. **Payment Terms:** Incorrect Invoices, Under/Over Payment: In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by HLL to the Service provider under this contract.

3. The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. HLL reserves the right to conduct an audit / on-going audit of the services provided by the bidder. HLL reserves the right to ascertain information from organizations to which the bidders have rendered their services for execution of similar projects.

4. **Presentation:** As a part of evaluation of proposals submitted by the applicants, HLL shall seek further information or a presentation from the organizations for evaluation purposes. HLL may call for such information/ presentation at a short notice. The presentation link shall be sent to only those bidders who qualify the prequalification criteria.

5. **Maintenance of Confidentiality:** The agency must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The agency must not, without the prior written consent of HLL, disclose any confidential information of HLL or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, HLL may impose such conditions as it thinks fit, and the agency must comply with these conditions. Confidentiality clause shall survive the termination of contract or contract expiry period. The selected agency will be required to sign a mutually agreed Non-Disclosure Agreement (NDA) with HLL.

6. **Standard of Performance:** The consultant agrees to perform services diligently, efficiently, and economically, adhering to professional standards and practices.

7. **Language:** The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern. All correspondence and documents relating to the Proposal exchanged by the bidder and HLL shall also be written in the English language.

8. During evaluation, HLL may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by HLL.

9. **Force Majeure**: Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.

10. **Taxes & Duties:** The service provider shall be liable to pay all direct and indirect taxes, duties, fees, and other impositions levied under the laws of India.

11. **Subcontracting:** There must be no further subcontracting.

12. **Termination of Contract**

    Termination for Default: HLL reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving one-month notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure his failure within a period of 30 days (or such longer period as HLL may authorize in writing) after receipt of the default notice from HLL.

    Termination for Convenience: HLL may, by written notice sent to the agency, terminate the contract, in whole or part, at any time for its convenience, by giving 15 days' notice. However, the payment shall be released to the extent to which the performance of work executed as determined by the agency till the date upon which such termination becomes effective.
    The agency may terminate this contract, or any particular services, by giving 15 days' written notice to HLL if the agency reasonably determines that the agency can no longer provide the Services under applicable law or professional obligations.

13. The application is liable to be rejected if:
    *   Not in prescribed forms and not containing all required details.
    *   Not properly sealed and signed as per requirements.
    *   Received after the expiry of due date and time.
    *   Missing of any supporting document(s) with the Proposal

HLL LIFECARE LIMITED

FORMAT- 01 (DECLARATION)

e-TED Ref: HLL/CHO/HR/Tender/2025-26

1. I / We, hereby agreed to abide all the terms and condition of the (TED) e-TED Ref: HLL/CHO/HR/Tender/2025-26

2. I / We, hereby declare that I am / we are fulfilling the eligibility criteria mentioned in this (TED) e-TED Ref: HLL/CHO/HR/Tender/2025-26

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

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

5. I/ We, further specifically certify that our company is not been Black Listed/De-Listed/ debarred / suspended or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking/ Court in the last three years.

6. I /We hereby certify that in the last three years, our company has not failed to perform on any contract or have had any contract terminated for breach on our part.

7. I/We further certify that there is no criminal case registered against our company or against our Director.

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

9. I / We, hereby declare that our company is not from those countries sharing borders with India and not restricted UNDER RULE 144 (XI) OF GFR 2017.

10. I / We, hereby declare that the terms and conditions of the Tender document issued by HLL will supersede in case of conflict with any of terms and conditions of the policy issued by us, if the order place to us.

11. I/We hereby confirm that during and after conclusion of the assignment, the details shall not disclose or make use in any manner, any information/data or any other material whether written or oral collected in connection with the assignment, without the prior written consent of the Authority (ies) of HLL. All material shall be the property of HLL.

<u>Sealed and signed by the Authorized representative</u>

FORMAT-02 (CHECKLIST)

ENVELOP 1 ATTACHED (TENDER FEE-500/- & EMD- 10000/-)	Yes/ No
ENVELOP 2 ATTACHED (TECHNICAL BID)	Yes/No
ENVELOP 3 ATTACHED (PRICE BID)	Yes/No
CONTACT DETAILS & BUSINESS CARD ATTACHED	Yes/ No
PAN CARD COPY, GST REGISTRATION CERTIFICATE, IATA CERTIFICATE, MSME/ SSI CERTIFICATE (IF ANY) ATTACHED	Yes/ No
REGISTRATION/ INCORPORATION CERTIFICATE ATTACHED	Yes/ No
CA CERTIFIED TURNOVER & AUDITED STATEMENTS ATTACHED	Yes/ No
EXPERIENCE CERTIFICATES ATTACHED	Yes/ No
READY TO PAY THE SECURITY DEPOSIT OF Rs. 2 Lakh if selectd	Yes/ No
SECURITY CERTIFICATE (ISO/IEC 27001 Certification) ATTACHED	Yes/ No
LIST OF DRAFT REPORTS ATTACHED	Yes/ No
DECLARATION OF OWNERSHIP OF SOURCE CODE OF THE PORTAL	Yes/ No
NUMBER OF TOTAL TICKET BOOKING / NUMBER OF HOTEL NETWORK… DETAILS ATTACHED	Yes/ No
FORMAT 1 SIGNED & ATTACHED	Yes/ No
FORMAT 2 (CHECKLIST) ATTACHED	Yes/ No

** if any of these items are not attached by the bidder, the tender document will be considered as non-responsive and shall be rejected without any further information.

Sealed and signed by the Authorized representative