



Request for Proposal
for
Implementation and Configuration of
Internet Leased Line (ILL) Connectivity
e-Tendering

Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012, Kerala, India.
CIN: U25193KL1966GOI002621, Website: www.lifecarehll.com, Tel: +91- 471-2354949,2775500

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HLL LIFECARE LIMITED
(A Government of India Enterprise)
Corporate and Registered, Poojappura.P.O,
Thiruvananthapuram – 695012, Kerala, India
Phn: 0471- 2354949, 2775601

NOTICE INVITING TENDER (NIT)

IFB No: HLL/CHO/IT/INT/2025

04-06-2025

To,

Dear Sir,

HLL Lifecare Limited (HLL) a Govt. of India Enterprise under the Ministry of Health and Family Welfare invites proposals for **Implementation and Configuration of Internet Leased Line (ILL) connectivity** at our Regd & Corporate Office, Poojappura, Thiruvananthapuram. More details on the services are provided in the Schedule of Requirements.

Bid documents can be downloaded free of cost from the Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>). All Corrigendum/extension regarding this e-tender shall be uploaded on this portal i.e., <https://etenders.gov.in/eprocure/app> and shall not be available elsewhere.

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

Yours sincerely,

Associate Vice President (IT),
HLL Lifecare Limited, Corporate and Registered office,
HLL Bhavan, Poojappura P.O,
Thiruvananthapuram, Kerala -695012
Phone No: – 0471-2775500, 2354949.

Important Information

SI No	Particulars	Description
1	Tender Inviting Authority	HLL Lifecare Limited
2	Office Address	HLL Lifecare Limited Corporate and Registered Office HLL Bhavan, Poojappura P.O Thiruvananthapuram, Kerala 695012
3	RFP/ Bid Number	HLL/CHO/IT/INT/2025
4	Name of work	Implementation and Configuration of Internet Leased Line (ILL) connectivity
5	Eligibility criteria for Bidders	As per the Tender document
6	Bid submission start date	4 th June 2025
7	Last date and time for online submission of bids	25 th June 2025 at 15:00 hrs.
8	Date and time of opening of e-tender	26 th June 2025 at 15.30 hrs.

Disclaimer

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this Tender Document. All information contained in this Request for Proposal (RFP) provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

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

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

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

HLL Lifecare limited (HLL), Thiruvananthapuram reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application. HLL reserves the right to change/modify/amend

any or all of the provisions of this RFP document. Such changes would be posted on the e-portal of Central Public Procurement Portal of Government of India i.e. <https://etenders.gov.in/eprocure/app>

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

Part – I

General Instructions to Bidders

General Instructions to Bidders

1. This tender is an e-Tender and is being published online in Government e-Procurement portal, <https://etenders.gov.in/eprocure/app>
2. Bid documents including the Bill of Quantities (BoQ) can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-tender shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
3. The tendering process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidders may download and go through the tender document.
4. All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. Tenders/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late tenders will not be accepted.
5. The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and rejected.
6. Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.
7. Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the Tender Enquiry Document.

8. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

8.1 Registration

- a) Bidders are required to register in the Government e-procurement portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have class-2 digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- e) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

- g) The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/She has to submit the relevant information as asked for about the firm/contractor. The bidders, who submit their bids for this tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this tender.
- h) Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- i) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- j) Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this tender.

8.2 Searching for Tender Documents

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

8.3 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
 - b) Please go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
 - c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
 - d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
 - e) Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.
9. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
10. Tenderers are required to upload the digitally signed file of scanned documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading application in location

other than specified above shall not be considered. Hard copy of application shall not be entertained.

11. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -

For any technical related queries please call at 24 x 7 Help Desk Number:

0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787

Note:- International Bidders are requested to prefix +91 as country code

E-Mail Support: For any Issues or Clarifications relating to published tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical - support-eproc@nic.in, Policy Related - cphp-doe@nic.in

12. Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Address for communication and place of opening of bids:

Associate Vice President (IT),

HLL Lifecare Limited, Corporate and Registered office,

HLL Bhavan, Poojappura P.O,

Thiruvananthapuram, Kerala -695012

Phone No: – 0471-2775500, 2354949.

Email address: santhoshsj@lifecarehll.com

13. The bids shall be opened online at the **Office of the Associate Vice President (IT)**. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.
14. More details can be had from the Office of the **Associate Vice President (IT)** during working hours. HLL shall not be responsible for any failure, malfunction or

breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

15. A bidder shall submit only one bid in the same bidding process. A Bidder who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.

16. Joint ventures or Consortiums of bidders are not permitted.

17. Online Tender process

The tender process shall consist of following stages:

- i. Downloading of tender document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- ii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and shall not be available elsewhere.
- iii. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
- iv. Opening of Technical Bid and Financial Bids: The bids will be opened, evaluated and shortlisted as per eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification.

18. HLL Lifecare Limited does not bind themselves to accept the lowest or any bid or to give any reasons for their decisions which shall be final and binding on the bidders.

19. HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the tender and bidder shall be bound to perform the same at his quoted rates.
20. In case, it is found during the evaluation or at any time before signing of the contract or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare Limited including but not limited to forfeiture of EMD, Security Deposit etc., as deemed fit by HLL Lifecare Limited.
21. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
22. The bidder should comply with all statutory obligations in force and amended from time to time and HLL Lifecare Limited will not be held responsible in any manner whatsoever for any non-compliance of statutory obligations by the bidder.
23. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.
24. HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.
25. Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial bid online on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) along with tender document fees and EMD.

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

Part – II

General Conditions of Contract

General Conditions of Contract

General conditions of the contract are broad guidelines to be followed while formulating the bid and its submission to the Purchaser. It also describes the methodology for opening and evaluation of bids and consequent award of contract.

1. DEFINITIONS

In this Contract, the following words and expressions shall have the meanings as stated below:

- a. **'Invitation for Bid'** shall mean and include the present document, and such other complements and agenda, which may subsequently be issued in this connection.
- b. **'Bidder/Tenderer'** shall mean the person, firm or Corporation submitting a bid against this invitation for bid and shall also include his agents and representatives.
- c. **'Purchaser/Owner'** shall mean HLL Lifecare Limited (HLL) (Thiruvananthapuram) or its units thereof.
- d. **'Acceptance Letter'**, shall mean written consent by a letter of purchaser/owner to the bidder intimating him that his tender has been accepted.
- e. **'Date of Contract'**, shall mean the date of issue of Notification of Award.
- f. **'Contract Period'**, shall mean the period specified in the tender documents during which the contract shall be executed.
- g. **'Completion Certificate'**, shall mean the certificate issued by the purchaser/owner to the Bidder after successful completion of the project.
- h. **'Supplier'**, shall mean the successful bidder whose tender has been accepted by the purchaser/owner and to whom the order is placed by the purchaser/owner and shall include his heirs, legal representatives, successors etc.
- i. **'Personnel'** means professional and support staff provided by the bidder

- j. **‘Third Party’** means any person or entity other than the HLL and the Bidder
- k. **‘Maintenance’** shall mean and include ongoing production support and small software modifications, bug fixing, enhancements, online and onsite help, support services and adaptation to changed environments.

2. SCOPE OF THE BID

HLL invites online bids for “Implementation and Configuration of Internet Leased Line (ILL) Connectivity” at its Corporate Head Office (as per tender) from eligible, competent and experienced parties who are capable of executing the specified work as per our tender conditions.

3. ELIGIBLE BIDDERS

Qualification Criteria for bidders

The prospective bidder should satisfy the following criteria. The bidder should clearly indicate the compliance towards each requirement as per the table furnished in **Form A1**. The bidders should also upload/ submit the valid documentary proof or respective certificates as mentioned in the prequalification compliance form.

SI No	Criteria	Supporting Documents Required
1	The bidder shall be a company registered in India under the Companies Act, 2013 with operations in Kerala for the last Five (5) years as on releasing date of RFP (Joint venture / consortium Bids will not be accepted).	Certificate of Incorporation and Certificate of Commencement of Business, issued by the Registrar of Companies, India shall be submitted as part of the proposal.
2	The bidder should be a Tier 1 & Class A Internet Service Provider (ISP)	Documentary Evidence for the same shall be attached along with the bid.
3	The bidder must have successfully implemented at least five (5) Internet Leased Line (ILL) connectivity projects, each with a minimum bandwidth of 100 Mbps.	Documentary Evidence for the same like Work orders, Completion Certificate etc. shall be attached along with the bid. (as mentioned in Form A3)

4	The bidder should not have been blacklisted/banned/under tender holidays by any State/Central Government organizations /Firms / Institutions/ Central PSU / PSE in last Five (5) years as on releasing date of RFP.	Self-declaration need to be enclosed as per Form-A4
5	The supplier should have the service support center at Thiruvananthapuram and the details for the same may please be furnished in the bid.	Documentary Evidence for the same shall be attached along with the bid.
6	The bidder should provide 24x7 customer support centre	Documentary Evidence for the same shall be attached along with the bid.

3.1 A bidder shall submit only one bid in the same bidding process.

3.2 Joint ventures or Consortiums of two or more registered contactors are not permitted.

3 COST OF BIDDING

4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and HLL, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4.2 Tender documents may be downloaded free of cost from the Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).

5. Getting information from web portal

5.1. All prospective bidders are expected to see all information regarding submission of bid for the Work published in the e tender website during the period from the date of publication of NIT for the Work and up to the last date and time for submission of bid. Nonobservance of information published in the website shall not be entertained as a reason for any claim or dispute regarding a tender at any stage.

5.2. All bids shall be submitted online on the Government e-procurement portal only in the relevant envelope(s)/ cover(s), as per the type of tender. No manual submission of bids shall be entertained for the tenders published through Government e-procurement portal under any circumstances.

- 5.3. The Government e-procurement portal shall not allow submission of bids online after the stipulated date & time. The bidder is advised to submit the bids well before the stipulated date & time to avoid any kind of network issues, traffic congestion, etc. In this regard, the department shall not be responsible for any kind of such issues faced by bidder.

6. Bidding Documents

6.1. Content of Bidding Documents

- 6.1.1. The bidding documents shall consist of the following unless otherwise specified

- a. Notice Inviting Tender (NIT)
- b. Introduction
- c. General Instructions to Bidders
- d. General Conditions of Contract
- e. Scope of work & Shedule of Requirements
- f. Forms and Annexures

- 7.1.2. The Bidder is required to login to the e-procurement portal and download the listed documents from the website as mentioned in NIT. He/She shall save it in his system and undertake the necessary preparatory work off-line and upload the completed bid at his convenience before the closing date and time of submission.

- 7.1.3. The bidder is expected to examine carefully all instructions, Conditions of Contract, Contract Data, Terms, Technical and functional Specifications, Forms & Annexures in the Bid Document. Failure to comply with the requirements of Bid Document shall be at the Bidder's own risk.

7.2 Clarification of Bidding Documents

- 7.2.1. A prospective bidder requiring any clarification of the bidding documents shall contact the office of the Tender Inviting Authority on any working day between 10 AM and 5 PM via email to.

- 7.2.2. In case the clarification sought necessitates modification of the bid documents, being unavoidable, the Tender Inviting Authority may effect the

required modification and publish them in the Government e procurement portal through corrigendum.

7.3 Amendment to bidding documents

7.3.1. Before the deadline for submission of bids, the Tender Inviting Authority may modify the bidding document by issuing addenda.

7.3.2. Any addendum thus issued shall be a part of the bidding documents which will be published in the Government e procurement portal. The Tender Inviting Authority will not be responsible for the prospective bidders not viewing the website in time.

7.3.3. If the addendum thus published does involve major changes in the scope of work, the Tender Inviting Authority may at his own discretion, extend the deadline for submission of bids for a suitable period to enable prospective bidders to take reasonable time for bid preparation taking into account the addendum published.

8. Preparation of Bids

8.1 Language of the Bid

8.1.1. All documents relating to the bid shall be in the English language.

8.2. Documents Comprising the Bid

8.2.1. The online bid submitted by the bidder shall comprise the following:

1. Details required for e-payment (Details of bank account having core banking facility and e-mail address of the bidder) in the prescribed format.
2. Copy of Registration (GST, PAN etc.) Certificate duly attested.
3. Copy of Documents in proof of eligibility criteria
4. Copy of Documents in proof of financial capability.
5. Other documents specified in tender.
6. Price Bid.

8.2.2. Bidders shall not make any addition, deletion or correction in any of the bid documents. If tampering of documents is noticed during tender evaluation, the bid will be rejected and the bidder will be blacklisted.

8.3. Bid Prices

8.3.1. The Bidder shall bid for the whole work as described in the schedule of requirements.

8.3.2. For item rate tenders, the bidder shall fill in rates in figures and should not leave any cell blank. The line item total in words and the total amount shall be calculated by the system and shall be visible to the Bidder.

8.3.3. The rates quoted by the Bidder shall include cost of all materials and conveyance, labour charges, hire charges, overheads and all incidental charges for execution of the contract. The rate quoted shall also include all statutory taxes as on the date of submission of the tender and such taxes shall be paid by the contractor.

8.3.4. GST or any other tax applicable shall be payable by the Contractor in respect of this contract and HLL will not entertain any claim whatsoever in respect of the same.

8.3.5. All taxes, royalty, Octroi and other levies payable by the bidder under the contract, or for any other cause as of the date 28 days prior to the deadline for submission of bids shall be included in the rates, prices and total of bid price. The bid prices shall also cater for any change in tax pattern during the tenure of work.

8.3.6. The rates and prices quoted by the bidder shall remain firm during the entire period of contract.

8.3.7 In the price schedule, if there is any discrepancy between the unit price and total price the unit price shall prevail and the total price shall be corrected by the purchaser

8.3.8 If any of the wireless access point is declared as “obsolete/end of life or support status” by OEM during the subscription period, the supplier shall

upgrade such devices with the equivalent or higher technical specifications of the existing devices at free of cost

8.3.9 Necessary support should be provided as and when required within 2 Hrs of intimation of problem. Telephonic support should be provided 24x7. However onsite support should be provided if required

8.3.10. During the subscription support period all the defective items (hardware) should be replaced and the periodic updates from OEM should be provided free of cost

8.4. Currencies of Bid and Payment

8.4.1. The currency of bid and payment shall be quoted by the bidder entirely in Indian Rupees. All payments shall be made in Indian Rupees only.

8.5. Bid Validity

8.5.1. Bids shall remain valid for the period of **180 (One Hundred and Eighty)** days from the date of opening of the bid as specified in the NIT. A bid valid for a shorter period shall be rejected by HLL as non-responsive.

8.5.2. In exceptional circumstances, prior to expiry of the original bid validity period, the Tendering Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by e mail. A bidder may refuse the request without forfeiting its bid security. A bidder agreeing to the request will not be required or permitted to modify its bid but will be required to extend the validity of its bid security for the period of the extension.

8.6. Bid Security Declaration

8.6.1. In case of MSE or Start-up who are eligible for EMD exemption should provide a Bid Security Declaration is to be attached in the format given in the tender (Form-A11 Forms and Declarations)

- 8.6.2. In case of MSE or Start-up who are eligible for EMD exemption, any Bid not accompanied by Bid Security Declaration shall be rejected as non-responsive.
- 8.7. The bid shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.
- 8.8 The bidder shall not attach any conditions of his own to the Bid. The Bid price must be based on the tender documents. Any bidder who fails to comply with this clause will be disqualified

9. Submission of Bids

The Bidder shall submit their bid online only through the Government eProcurement 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 bidders shall download the tender documents from the portal. The Bidder shall fill up the documents and submit the same online using their Digital Signature Certificate. On successful submission of bids, a system generated receipt can be downloaded by the bidder for future reference. Copies of all certificates and documents shall be uploaded while submitting the tender online.

- 9.1 The tender is invited in **2 Envelope system** from the registered and eligible firms at CPP Portal.
- 9.2 Pre-qualification Criteria for bidders: Following 2 envelopes shall be submitted online at CPP-portal by the bidder.

a) Envelope –I (Technical bid):

Technical Bid should contain

- Copy of company registration certificate
- Self attested copy of PAN card under Income Tax Act
- Self attested copy of GST Registration Number and details
- Valid copy of MSME/NSIC Registration Certificate along with the list of items / services for which they are registered, if applicable.

- Documents to prove experience asked to undertake the subject work.
- Documents to prove the qualification criteria asked to undertake the subject work
- Original tender document duly signed and sealed on all pages (including schedule of requirements, general Terms & Conditions and Annexure).
- Any other relevant documents if enclosing by the bidder.

b) Envelope – II (Financial Bid): The Financial e-Bid through CPP portal.

All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the file, open it and complete all the cells with their respective financial quotes and other details (such as name of the bidder), without omission. No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file-name. If the file is found to be modified by the bidder, the bid will be rejected.

Note:-

1. HLL Lifecare Limited reserves the right to verify the credential submitted by the bidder at any stage (before or after the award the work). If at any stage, any information / documents submitted by the bidder is found to be incorrect / false or have some discrepancy which disqualifies the firm then HLL shall take the following action:

- a) Forfeit the entire amount of EMD submitted by the firm.
- b) The bidder shall be liable for debarment from tendering in HLL Lifecare Limited, apart from any other appropriate contractual /legal action.

On demand of the Tender Inviting Authority, this whole set of certificates and documents shall be sent 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 bid, for which the above details are not received before the deadline.

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

10. Deadline for Submission of the Bids

- 10.1 Bid shall be received only online on or before the date and time as notified in NIT.

The Tender Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of bids, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The Bidder will not be able to submit his bid after expiry of the date and time of submission of bid (server time).

10.2 Modification, Re-submission and Withdrawal of Bids

- 10.2.1 Re-submission or modification of bid by the bidders for any number of times before the date and time of submission is allowed. Re-submission of bid shall require uploading of all documents including price bid afresh.

- 10.2.2 If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.

- 10.2.3 The Bidder can withdraw his/her bid before the date and time of receipt of the bid. The system shall not allow any withdrawal after the date and time of submission.

11. Bid Opening and Evaluation

11.1. Bid Opening

Bids shall be opened on the specified date & time, by the tender inviting authority or his authorised representative in the presence of bidders or their designated representatives who choose to attend.

11.1.1 Bid Opening Process

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

- a) Envelope - I: Envelope - I opening date shall be as mentioned in NIT Document. The intimation regarding acceptance/rejection of their bids will be intimated to the contractors/firms through e-tendering portal. (Envelope-I shall contain scanned copy of Pre-qualification document.)

If any clarification is needed from bidder about the deficiency in his uploaded documents in Envelope-I and he/she will be asked to provide it through CPP portal or email. The bidder shall email or upload the requisite clarification/documents within time specified by HLL Lifecare Limited, failing which tender will be liable for rejection.

- b) Envelope - II: The financial bids of the bidders found to be meeting the qualifying requirements shall be opened as per NIT Document. (Depending on evaluation of Envelope I the date shall be intimated through CPP Portal)

11.1.3. In the event of the specified date of bid opening being declared a holiday for HLL, the bids will be opened at the same time on the next working day.

11.1.4 **Bid Evaluation**

This shall contain duly filled BoQ-file in MS-Excel format and shall be uploaded using the digital signature of the bidder in the e-tenders portal.

11.2. Confidentiality

11.2.1. Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with

such process until the award has been announced in favour of the successful bidder.

11.2.2. Any effort by a Bidder 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 Bidders' bid.

11.3. Clarification of Bids

11.3.1. To assist in the examination, evaluation, and comparison of bids, the Tender Inviting Authority may ask the bidder for required clarification on the information submitted with the bid. The request for clarification and the response shall be in writing or by e-mail, but no change in the price or substance of the Bid shall be sought, offered, or permitted.

11.3.2. No Bidder shall contact the Tender Inviting Authority on any matter relating to the submitted bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Tender Inviting Authority, he shall do so in writing.

11.4. Examination of Bids, and Determination of Responsiveness

11.4.1. During the bid opening, the Tender Inviting Authority will determine for each Bid whether it meets the required eligibility as specified in the NIT; is accompanied by the required bid security, bid submission fee and the required documents and certificates.

11.4.2. A substantially responsive bid is one which conforms to all the terms, conditions, and requirements of the bidding documents, without material deviation or reservation.

A material deviation or reservation is one:-

- a. which affects in any substantial way the scope, quality, or performance of the works;

b. which limits in any substantial way, inconsistent with the bidding documents, the Purchaser's rights or the Bidder's obligations under the Contract; or

c. whose rectification would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

11.4.3. If a Bid is not substantially responsive, it may be rejected by the Tender Inviting Authority, and may not subsequently be made responsive by correction or withdrawal of the nonconforming material deviation or reservation.

11.4.4. Non submission of legible or required documents or evidences may render the bid non-responsive.

11.4.5. Single tender shall not be opened in the first tender call.

11.5. Negotiation on Bids

11.5.1. The Tender Inviting Authority reserves the right to negotiate with the lowest evaluated responsive bidder.

12. Award of Contract

12.1. HLL will award the Contract to the Bidder whose bid has been determined to be substantially responsive and who has offered the lowest evaluated bid price as per the Financial Bid Evaluation Criteria.

12.2. In the eventuality of failure on the part of the lowest 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

12.3 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.

12.4 The Tender Inviting Authority 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.

12.5 Notification of Award and Order Acceptance

12.5.1 The Bidder, whose Bid has been accepted, shall be notified of award by HLL prior to expiration of the Bid validity period by e-mail confirmed by letter sent through post. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Purchaser will pay the Bidder in consideration of the execution, completion and remedying defects, if any of the Works by the bidder as prescribed by the Contract.

12.5.2. The notification of award will constitute the formation of the Contract, subject only to the furnishing of a Security Deposit within 7 (Seven) days of issue of letter of acceptance.

12.5.3. Upon furnishing the Security Deposit by the successful Bidder, HLL will promptly notify the other Bidders that their Bids have been unsuccessful and refund the Bid Security (EMD).

12.5.5. Solicitor's fee, if any, to be paid to the Law Officers of Government for scrutinizing or drawing up of agreements - will be paid and the same recovered from the successful bidder.

13. Corrupt or Fraudulent Practices

13.1 The purchaser requires that the bidders, suppliers and contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the following are defined:

Sl. No.	Term	Meaning
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(a)	Corrupt practice	The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution.
(b)	Fraudulent practice	A misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract.
(c)	Collusive practice	Means a scheme or arrangement between two or more bidders, with or without the knowledge of the purchaser, designed to establish bid prices at artificial, non-competitive levels.
(d)	Coercive practice	Means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

13.2 The Purchaser will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

14. Cost of bidding

The bidder shall bear all costs associated with the preparation and submission of its bid, and HLL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

15. Price

Price quoted should be firm without any escalation till the order is completely executed. The price quoted should be inclusive of all material cost, license charges if any, all applicable taxes and other levies, labour charges, insurance, Installation and commissioning charges and whatsoever expenses / charges applicable for the successful completion of the contract etc

16. Taxes/Duties/Levies

The bidder shall be entirely responsible for all applicable taxes including GST, duties, license fees if any etc. incurred until successful completion of contract.

17. Validity of the proposal

The bid submitted shall indicate that it is a firm and irrevocable offer and shall remain valid for a period of not less than 180 days from the date of opening of the price bid. In exceptional circumstances, HLL may request all the Bidders consent to an extension of the period of validity of their respective bid. The request and the response thereto will be made in writing. Extension of validity period by the Bidder must be unconditional. The Bidder will not be permitted to modify his bid.

18. Completion Time

The new equipments should be supplied and installed within **2 (Two) weeks** from the date of placement of order.

19. Payment terms

Payment will be released in advance for each quarter. For claiming the payment, the following documents have to be submitted.

- a. Three copies of Invoice with GST of the respective location.
- b. Installation/ Service report (along with first invoice)
- c. Uptime efficiency Report duly signed by the concerned person of HLL and representatives of the supplier.

20. Penalty

Penalty at 0.50 % of the total Purchase Order value for each week of delay or part thereof subject to a maximum of 5 % is applicable for delayed delivery.

21. Indemnification Clause

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

22. Confidentiality

This request for proposal and all materials submitted by HLL for this purpose, must be considered confidential, and may not be distributed or used for any purpose other than the preparation of a response for submission to HLL.

The Bid documents shall remain the exclusive property of the HLL without any right to the Bidder to use them for any purpose other than the preparation of a response for submission to HLL. Disclosure of any part of the information contained therein to parties not directly involved in providing the services /products requested, could result in disqualification and/or legal action. When submitting confidential material to HLL, the bidder must clearly mark it as such.

23. Conflict of Interest

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

24. Risk Purchase

If the supplier fails to provide the service/ project phase ordered within the delivery period as per Project plan or violate any of the terms and conditions of the contract, HLL shall have the following rights:

- To terminate the contract with 15 day's notice forfeiting the security deposit.
- To award the work to any third party at the risk and cost of the successful bidder.

25. Liquidated Damage for Delays

If the bidder fails in the due performance of the contract within the time fixed by the contract or any extension thereof, bidder shall be liable to pay liquidated damages to the extent of a sum of 0.5% of the contract value per week, subject to a maximum of 10% of

the contract value excluding tax. Once the maximum is reached, HLL may consider termination of the contract. In assessing such delays, HLL's decision is final.

26. Jurisdiction

All questions, disputes or difference arising under, out of, or in connection with contracts shall be subject to the exclusive jurisdiction of the Courts at Thiruvananthapuram, Kerala, India.

27. Force Majeure

In the event of either party being rendered unable by 'Force Majeure' to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such 'Force Majeure' will stand suspended for the period during which such cause lasts. The word 'Force Majeure' as employed herein shall mean acts of God, war, revolt, agitation, strikes, riot, fire, flood, sabotage, civil commotion, pandemic, acts of government of the two parties, which makes performance impossible or impracticable and any other cause, whether of kind herein enumerated or otherwise which are not within the control of the party to the contract and which renders performance of the contract by the said party impossible. HLL may allow additional time as is mutually agreed, to be justified by the circumstances of the case. The occurrence/ cessation of force majeure situation is to be informed with documentary evidence within 15 days from the date of occurrence/cessation.

28. Termination of the Process

HLL may terminate the bidding process at any time without assigning any reason. HLL makes no commitments, express or implied, that this process will result in a business transaction with anyone.

The contract with the successful bidder may be terminated in the following circumstances:

- In the event of the successful bidder having been adjudged insolvent or going into liquidation or winding up their business or failing to observe any of the provisions of the contract or any of the terms and conditions governing the contract or failure to render the contracted services in time, HLL shall be at

the liberty to terminate the contract forthwith without prejudice to any other right or remedies under the contract and to get the work done by other agencies at the risk and cost of the successful bidder and to claim from the successful bidder any resultant loss sustained or costs incurred.

- When the successful bidder is found to have made any false or fraudulent declaration or statement to get the contract or he is found to be indulging in unethical or unfair practices.
- When both parties mutually agree to terminate the contract.
- If the successful bidder transfers or assigns the contract or any part thereof to a third party, without the prior consent of HLL in writing.
- When there is a breach of contract

Part – III

**Schedule of Requirements
&
Scope of Work**

Schedule of Requirements

Sl. No.	Description of the connectivity	Address of Location
1	500 Mbps (1:1) Internet Leased Line (ILL) Connection with minimum 16 Nos. of Static IPs. through Optical Fiber Cable (OFC)	HLL Lifecare Limited, Corporate Head Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012 Kerala

Scope of Work

The scope of work includes:

- **Delivery of Service:** The successful bidder shall deliver the 500 Mbps (1:1) ILL connection with 16 Nos. of Static IPs at the mentioned address within 2 weeks from the date of Purchase/Work Order.
- **Installation and Configuration:** The successful bidder shall provide the 500 Mbps ILL Connection through Optical Fibre Cable (OFC), which shall be laid either underground/overhead in a neat manner without affecting any hindrance/disturbances to any individuals/ buildings in the premises of HLL as per the approved design and specifications. This includes proper mounting, cabling, and configuration of the Customer Premise Equipment (CPE) and Network Equipments associated with it.
- **Penalty:** Penalty at 0.50 % of the total Purchase Order value for each week of delay or part thereof subject to a maximum of 5 % is applicable for delayed delivery.

- **Support:** The successful bidder shall provide 24x7 customer support and all service calls should be addressed within 2 Hours of intimation. The escalation matrix and SPOC (Single Point of Contact) details shall be furnished in the bid.
- **Service Level Agreement (SLA) :** A Service Level agreement (SLA) based on “Quality of Service” and Uptime of the Connectivity shall be signed by HLL and the successful bidder within 15 days from the date of acceptance of the Purchase Order.
- **Uptime of Connectivity:** The uptime of the connectivity should be a minimum of **99.5 %** on monthly basis. Uptime is measured as Total Uptime Hours/Total Hours in a month. In case the Service Provider fails to achieve the uptime, for every **0.1 %** drop from the guaranteed uptime, **1 %** of the quarterly advance payment will be deducted as penalty from the next payment.
- **Discontinuation of Service :** HLL reserves the right to discontinue/terminate the services at any time by giving one (1) month advance notice period, if the service is not provided as per the SLA and the performance is not found satisfactory.

Part – IV

Forms & Annexures

Forms

Form A1

FORM A1: Pre-qualification criteria compliance checklist

SI No	Criteria	Supporting Documents Required	Compliance (Yes/No)
1	The bidder shall be a company registered in India under the Companies Act, 2013 with operations in Kerala for the last Five (5) years as on releasing date of RFP (Joint venture / consortium Bids will not be accepted).	Certificate of Incorporation and Certificate of Commencement of Business, issued by the Registrar of Companies, India shall be submitted as part of the proposal.	
2	The bidder should be a Tier 1 & Class A Internet Service Provider (ISP)	Documentary Evidence for the same shall be attached along with the bid.	
3	The bidder must have successfully implemented at least five (5) Internet Leased Line (ILL) connectivity projects, each with a minimum bandwidth of 100 Mbps.	Documentary Evidence for the same like Work orders, Completion Certificate etc. shall be attached along with the bid. (as mentioned in Form A3)	
4	The bidder should not have been blacklisted/banned/under tender holidays by any State/Central Government organizations /Firms / Institutions/ Central PSU / PSE in last Five (5) years as on releasing date of RFP.	Self-declaration need to be enclosed as per Form-A4	
5	The supplier should have the service support center at Thiruvananthapuram and the details for the same may please be furnished in the bid.	Documentary Evidence for the same shall be attached along with the bid.	
6	The bidder should provide 24x7 customer support centre	Documentary Evidence for the same shall be attached along with the bid.	

Form A2**FORM A2: Details of the Bidder (on Letterhead)**

SI No.	Particulars	Details	
1	Name of the Bidder		
2	Address of the Registered office		
3	Contact Person for Bid related intimation Name : Designation : Email : Mobile No:		
4	Turnover from IT services for previous financial years	2022-23	
		2023-24	
		2024-25	
5	PAN (Copy to be attached)		
6	GSTIN (Copy to be attached)		

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

Date:	Authorized Representative Signature:
Place:	Name:
Designation:	
Company Name:	
Seal of Company	

Form A3

FORM A3: Details of ILL Projects as Mentioned in Qualification Criteria

Sl. No.	Name of the Organization (including address)	Type of Organization (Mention Govt/PSU/PSE/ others)	PO No & Date	Name, Designation, Telephone no & Email id of the customer
1				
2				
3				
4				
5				

(May attach separate sheet if required)

*Copy of Purchase order /Contract and WCC/documentary proof of completion to be attached

Date:	Authorized Representative Signature:
Place:	Name:
Designation:	
Company Name:	
Seal of Company	

FORM A4: Letter of Confirmation / Declaration**LETTER OF CONFIRMATION / DECLARATION****To,**

The Associate Vice President (IT)
Corporate and Registered Office
HLL Lifecare Limited
Poojappura P.O., Kerala, India - 695012

RFP Ref. No.:-

Dear Sir/Madam,

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full and without any deviation.

We shall observe confidentiality of all the information passed on to us in course of the installation and configuration process and shall not use the information for any other purpose than the current tender.

We confirm that we have not been blacklisted/banned in last three years, from the date of floating of the RFP or at the time of submission of Tender, by any State/Central Government organizations /Firms / Institutions/ Central PSU / PSE.

Date:	Authorized Representative Signature:
Place:	Name:
Designation:	
Company Name:	
Seal of Company	

Form A5**FORM A5: Format for Price Bid**

Sl. No	Item	Amount in Rs. (A)		Tax (B)	Total Amount (C=A+B)
1	Annual Charge for the 500 Mbps (1:1) Internet Leased Line (ILL) Connection with minimum 16 Nos. of Static IPs. through Optical Fiber Cable (OFC)				
2	One Time Installation Charges if any				
3	Any other charges				
Total in Rs.					

Total Amount in words : INR

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Authorized Signatory with Seal

Date:
Place: