

**HLL LIFECARE LIMITED  
(A GOVT. OF INDIA ENTERPRISE)**

**Tender No. HLL/IFC/PUR/O&M/2020**

**28.02.2020**

**TENDER NOTICE**

Sealed and superscribed tenders are invited in prescribed format, under **Two Bid System** (Technical and Price Bids) for undertaking the Operations and Maintenance Works in the various Sections of HLL Lifecare Limited, Irapuram

<b>Name of work</b>	<b>Resources to be provided</b>	<b>Document Cost</b>	<b>Earnest money deposit (EMD)</b>
Providing Operation and Maintenance Service at Irapuram Factory	1. Semiskilled ITI Qualified -26 nos 2. Skilled ITI / Diploma/Graduate Qualified – 6 nos 3. Highly Skilled Diploma/Graduate Qualified- 2 nos	Rs. 525/-	Rs.130000 (Rs. One Lakh thirty Thousand Only)

The work requirements and other terms and conditions are given in the tender documents which can be had from purchase department of Irapuram factory on any working day between 10.30am to 3.30pm on producing DD for Rs.525/- drawn in favour of HLL lifecare Limited towards the cost of tender documents.

The Tender Documents are available at Company's Website [www.lifecarehll.com](http://www.lifecarehll.com) also. Those who download the Technical and Price Bids from the website shall ensure that the Technical Bid contains DD for Rs.550/- drawn in favour of HLL Lifecare Limited, payable at Cochin towards the cost of Tender Forms. The Technical Bid not accompanied by DD for Rs.550/- will be summarily rejected.

**SSI/MSE units Registered with UDYOG ADHAR shall provide their valid registration certificates and units under micro and small category will be exempted from tender fee and EMD amount subject to verification of the registration certificates.**

Date of downloading of documents	: 28.02.2020– 20.03.2020
Last Date and time of submission	: 20.03.2020, 14:00hrs
Date and time of opening	: 20.03.2020, 16:00hrs

The Unit Chief Irapuram Factory reserves the right to cancel or reject this Tender fully or partially, without assigning any reason and his decisions on this will be final and binding on all Tenderers

**UNIT CHIEF  
H LL Life care Limited  
Irapuram Factory**

*Tender for Providing Operation & Maintenance Services at HLL, Irapuram Factory, Ernakulam*

**TENDER DOCUMENT**  
**FOR**  
**PROVIDING**  
**OPERATION AND MAINTENANCE SERVICES**  
**AT**  
**HLL LIFECARE LIMITED, IRAPURAM FACTORY**

**TENDER NO. HLL/IFC/PUR/O&M/2020 dated 28.02.2020**

**HLL LIFECARE LIMITED**  
**IRAPURAM FACTORY**

## TABLE OF CONTENTS

Description	Page No.
<b>Disclaimer</b>	2
<b>Schedule of submission of tender</b>	3
<b>Definitions</b>	4
<u>Section-I</u>	
<b>Brief particulars of the work</b>	5
<u>Section-II</u>	
<b>Instructions to the Bidders</b>	6-14
<u>Section-III</u>	
<b>Terms and Conditions</b>	15-19
<u>SECTION-IV</u>	
<b>Scope of work</b>	20-22
<u>SECTION-V</u>	
<b>FORMS &amp; FORMATS</b>	23-30
Letter of Transmittal	
<b>Form A</b>	
<b>Form B</b>	
<b>Form C</b>	
<b>Form D</b>	
<b>Form of Performance Security</b>	
<b>Price Bid</b>	

**DISCLAIMER**

HLL Lifecare Limited ,Irapuram Factory, Kochi (HLL-IFC) has prepared this document to give interested parties background information on the Proposed Services. While HLL Lifecare Limited have taken due care in the preparation of the information contained herein and believe it to be accurate, HLL Lifecare Ltd, any of its authorities or agencies nor any of their respective officers, employees, agents or advisors do not give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own enquiries and applicants will be required to confirm in writing that they have done so and they do not rely on the information in responding to the tender. The information is provided on the basis that it is non – binding on HLL Lifecare Limited, any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

HLL Lifecare Limited reserves the right not to proceed with the work or to change the configuration of the work, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

No reimbursement of cost of any type will be paid to persons or entities applying to the tender.

**SCHEDULE FOR SUBMISSION OF TENDER**

EVENT	DATE
Date of downloading of documents	28.02.2020-20.03.2020
Last date and time for submission of completed tender	20.03.2020 14:00 hrs.
Date and time for Opening of technical Bid	20.03.2020 16:00 hrs.

The completed tender should be submitted before the due date and time of submission at the following address.

**UNIT CHIEF  
HLL Lifecare Limited  
Irapuram Factory  
Plot no 1& 2  
Rubber Park  
Valayanchirangara P.O  
Ernakulam -683556**

**DEFINITIONS**

**“APPLICANT / TENDERER / CONTRACTOR / BIDDER”** means a reputed Indian firm having the required experience that has purchased the tender and applied for the same.

**“APPLICATION”** means the tender document submitted by an Applicant interested in the work in the prescribed format

**“HLL”** means HLL Lifecare Limited, Irapuram.

**“EMPLOYER”** means Irapuram factory , HLL Lifecare Limited.

**“COMPANY”** means HLL Lifecare Limited, Irapuram

**“YEAR”** means “Financial Year” unless stated otherwise.

**“IFC”** means Irapuram Factory

**SECTION I**

**BRIEF PARTICULARS OF THE WORK**

1. Salient details of the work for which tender is invited is as under:

<b>Name of work</b>	<b>Resources to be provided (Daily)</b>
The scope of work includes: 1. Providing Operation and Maintenance Service at Irapuram Factory	1. Semiskilled ITI Qualified -26 nos 2. Skilled ITI / Diploma/Graduate Qualified – 6 nos 3. Highly Skilled Diploma/Graduate Qualified- 2 nos

2. The site is situated at Ernakulum district
3. The period of work shall be two years which may be extended on mutual consent for one more year.

## **SECTION II**

### **INSTRUCTION TO THE BIDDERS**

- 1.. The tender documents can be downloaded from the web site [www.lifecarehll.com](http://www.lifecarehll.com). The cost of tender document, inclusive of GST is **Rs.525/-** (Rupees five hundred and twenty five only) and shall be submitted along with the tender in a **separate sealed cover marked as “Document Cost”** in the form of DD taken in favour of HLL Lifecare Limited payable at **Ernakulam** failure of which the tender can be rejected. .
2. All tender documents - Technical bids and Price bids shall be opened at **HLL Lifecare Limited Irapuram Factory, Plot no 1&2, Rubber Park, Valayanchirangara P.O. Ernakulam-683556** in the presence of representatives from HLL Lifecare Ltd and bidders who choose to attend the opening.
3. The scope of work/service shall be as detailed in Section IV.
4. Tender documents, **which should be placed in sealed envelopes, as prescribed in Para 11 of Section II (Information & Instructions to Applicants)**, shall be submitted to Unit **Chief, HLL Lifecare Limited, Irapuram Factory, Plot no 1&2, Rubber Park, Valayanchirangara P.O. Ernakulam-683556, on or before 14:00 hrs on 20.03.2020**. The quotations received after due date and time will not be accepted or considered under any circumstances. The company will not be responsible for any kind of delay in the transit of the Tenders.
- 5.. The Technical bid will be opened at **HLL Lifecare Limited, Irapuram Factory, Plot no 1&2, Rubber Park, Valayanchirangara P.O, and Ernakulam-683556** in the presence of representatives from HLL Lifecare Ltd and bidders who choose to attend the opening at 16:00hrs on 20.03.2020
6. In case the date mentioned above is declared subsequently as holiday for the Company’s office, the due date for submission and opening of bids will be the next working day at the same venue and time. Bids received after the last date and time for submission shall not be considered
- 7..Earnest Money Deposit of ` **Rs 130000./** in the form of a Demand Draft of a scheduled bank issued in favour of HLL Lifecare Limited, Ernakulam, which should be placed in a **separate sealed cover marked “Earnest Money”** shall be submitted along with the tenders ,failure of which the tender will be rejected.
- 8.. The applicant shall be required to deposit an amount equal to 5% of the tendered value of the work as security deposit in the form of an irrevocable bank guarantee of any scheduled bank or State Bank of India in accordance with the form prescribed within 10 days of issue of letter of acceptance.



9. Letter of transmittal is given in Section V.

#### 10.0 Filling of Tender document

10.01. All information called for in the enclosed forms should be furnished against the relevant columns in the forms.. Even if no information is to be provided in a column, a “nil” or “no such case” entry should be made in that column. If any particulars/query is not applicable in case of the applicant, it should be stated as “not applicable”. The applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the applicant being summarily disqualified.

10.2 The application should be neatly type-written in English. The applicant should sign on each page of the application.. Pages of the qualification document are numbered.

10.3 References, information and certificates from the respective clients certifying suitability, technical knowhow or capability of the applicant should be signed by the client.

10.4 The applicant may furnish any additional information, which he thinks is necessary to establish his capabilities to successfully complete the envisaged work. No information shall be entertained after submission of pre-qualification document unless it is called for by the Employer.

10.5. Any information furnished by the applicant found to be incorrect either immediately or at a later date, would render him liable to be debarred from tendering/taking up of work in HLL Lifecare Limited.

#### 11. Method of Application:

11.1 If the applicant is an individual, the applicant shall affix his Signature above his name type written in full along with his current address.

11.2 If the applicant is a proprietary firm, the application shall be signed by the proprietor above his name type written in full along with the full name of his firm and its current address.

11.3 If the applicant is a firm in partnership, the application shall be signed by all the partners of the firm above their full type-written names and current addresses or alternatively by a partner holding power of attorney for the firm. In the latter case a certified copy of the power of attorney should accompany the application. In both cases a certified copy of the partnership deed and current address of all the partners of the firm should accompany the application.

11.4 If the applicant is a limited company or a corporation, the application shall be signed by a duly authorized person holding power of attorney for signing the application accompanied by a copy of the power of attorney. The applicant

should also furnish a copy of the Memorandum of Articles of Association duly attested by a Public Notary.

#### 12.0 Final Decision Making Authority.

The employer reserves the right to accept or reject any tender and to annul the Evaluation process and reject all tenders at any time, without assigning any reason or incurring any liability to the applicants. In case any doubt or dispute is arising out and in relation to this the decision of the **Unit Chief -IFC** will be final and binding on all the Tenders

#### 13. Particulars are Provisional

The particulars of the work given in Section IV are provisional and must be considered only as advance information to the applicant. Minor changes in it as suggested by HLL shall be accepted by the applicant. HLL also reserves the right either to increase or decrease it as per requirement. The applicant shall supply enough number of manpower.HLL shall make payment for the additional manpower.

#### 14 Site Visit

The applicant is advised to visit the site of work, at his own cost, and examine it and by himself, collect all information that he considers necessary for proper assessment of the prospective assignment.

#### 15. Tender Documents

15.1 The tender documents consist of the following two parts documents

1. Part-I- Technical Bid
2. Part-II- Price Bid
- 3.

15.2 The applicant is expected to examine carefully all the contents of the tender documents including instructions, conditions, forms, terms etc. and take them fully into account before submitting the offer. Failure to comply with the requirements as detailed in these documents shall be at the applicant own risk.

#### 16. Submission of Tender Documents

The tender document shall be submitted in two parts

1. Part- I- Technical Bid, Tender document cost , EMD & other relevant Certificates.
2. Part-II- Price Bid

16.1 Part **-I Technical Bid shall consisting of the following,**

- a. Earnest Money Deposit
- b. Power of Attorney
- c. Signed copies of Tender Document,
- d. Letter of transmittal
- e Financial Information of the firm for the past two years (in Form "A").
- f. Experience in works/services / similar works/services

Applicant should furnish the following:

- 1. List of all works of similar class successfully completed during the last two years (in Form "B").
- 2. Particulars of ongoing work (in Form "C").

- g. Organization information

Applicant is required to submit the following information in respect of his organization (in Forms "D").

- A. Name & Postal Address, Telephone & Fax Number etc.
- B. Copies of original documents defining the legal status, place or Registration and principal places of business
- C. Names & Title of Directors and Officers to be concerned with the work, with designation of individuals authorized to act for the organization.
- D. Information on any litigation in which the applicant was involved during the last five years, including any current litigation.
- E. No of years of experience in similar type of work (Operation and Maintenance Service)
- F. Other information as prescribed in form D

16.2 Part –II **Price Bid shall consist of the Completed Price bid.**

**The applicant shall quote the rate in the price bid form**

The price bid shall clearly mention the amount quoted for the service ( including all taxes and duties as applicable) in both words and figures. In the event of any difference between the figures and words, the amount indicated in words shall be taken into account. Similarly, if there is any difference between the rates quoted and total amount, the rate quoted shall be taken into account

## **17. Minimum Eligibility Criteria**

The applicants who meet the following criteria only shall be considered for price bid opening.

17.1 Applicant should have submitted EMD an amount of Rs. 130000/ as prescribed in the tender notice. SIS/MSME organization will get the relaxation provided valid certificate is produced.

17.2 The applicant should have minimum TWO years of experience in carrying out Operation and Maintenance work in medium / large Factories.

17.3 The applicant should have executed at least one work/service of value Rs.40 Lakhs in providing works/services works related to operation and maintenance in medium /large organization for a continuous period of one calendar year in the past 3 years (Period 01.04.2016 to 31.03.2019)

OR

The applicant should have executed at least two works/services of value **Rs.20 lakhs** each in providing works/services works related to operation and maintenance in medium /large organization for a continuous period of one calendar year in the past 2 years (Period 01.04.2017 to 31.03.2019)

17.4. The applicant should have had an annual turnover of Rs.40 lakhs each for providing/Operation and maintenance or related works/services in the last 2 years (period 01.04.2017 to 31.03.2019).

17.5. The applicant should have sufficient number of Technical and Administrative employees for the proper execution of the contract.

17.6 The applicant should submitted the letter of transmittal

17.7The applicant should have submitted the signed copy of the tender documents and the relevant forms as required by tender document.

## **18 Evaluation of Technical Bid**

18.1\_The applicants will be evaluated in the following manner:

- i) The initial criteria prescribed in Para 17.1 to 17.7 above in respect of experience of similar class of works completed will first be scrutinized and the applicant's eligibility for qualification for the work shall be determined.
- ii) The applicants qualifying the initial criteria as set out in para 17.1 to 17.7 above will be evaluated for technical competence by a suitable method. HLL, however, reserves the right to restrict the list of qualified applicants to any number deemed suitable by it

iii) Even though an applicant may satisfy the above requirements, he would be liable for disqualification if he has:

A. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the pre-qualification document,

B. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses etc.

C. If the applicant, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law , their application will be summarily rejected.

D. If the applicant failed to produce the document evidence mentioned in the tender document like ESI, EPF and other statutory compliance documents.

E. If the applicant fail to submit the letter of transmittal

F. If the applicant fail to submit the singed copy of the tender document.

18.2 All applicants who qualified based on Technical Bid shall be informed and to attend the price bid opening on prescribed date and time.

#### 19. Signing of the application and number of copies

19.1 The applicant shall prepare one original set of the document. The documents (Part I- Technical bid & Part II- Price Bid) shall be stamped and signed on all pages by the person duly authorized to sign on behalf of the Applicant. The power of attorney on a stamp paper authorizing the person to sign and act on behalf of the firm, duly notarized should be submitted.

19.2 The completed tender shall be without alteration, overwriting, interlineations or erasures except those to accord with instructions issued by HLL or as necessary to correct errors made by the applicant. All amendments/ corrections shall be initialed by the person/ persons signing the tender.

19.3 An authorized representative shall have the authority to conduct all Business and incur liabilities related thereto for and on behalf of the Applicant, during the process and thereafter.

#### 20. Sealing and Marking of Applications

20.1 The Technical and Price bids shall be sealed in two separate envelopes, superscribed as PART-I Technical bid and PART-II Price Bid respectively. The two covers shall be sealed in a single large envelope and submitted on or before the last date and time for submission of the application. The envelopes shall be titled "**Providing Operation and Maintenance Service at HLL Lifecare Limited, Irapuram Factory, Ernakulam**" and clearly marked in English with name of the Applicant.

20.2 No responsibility will be accepted by HLL for the misplacement, premature opening of a tender, not sealed or marked as per aforesaid instructions.

21 Deadline and Address for Submission of Applications

21.1 Applications shall be submitted to HLL Lifecare Ltd., by hand or through registered post or courier service at the address given below and not later than **14:00 hrs on 13.03.2020**. In respect of Applications received by post or courier, HLL shall not assume any responsibility for any delayed delivery. Documents submitted in connection with this tender will be treated confidential.

21.2 The Application should be addressed to

**UNIT CHIEF  
HLL Lifecare Limited,  
Plot no 1& 2, Rubber Park  
Valayanchiranagara P.O  
Ernakulam -683556  
[Tel:0484 2597200](tel:04842597200)**

21.3 HLL may, at its discretion, extend the deadline for the submission of tender, in which case all rights and obligations of HLL and the Applicants subject to the previous deadline shall thereafter be subject to the deadline as extended.

22. Late Submission of Applications

Application received after the dead line of submission of Application shall not be considered or opened under any circumstances.

23 Amendment of Tender Documents

23.1 At any time prior to the deadline for submission of Applications, HLL either on its own or on request of the Applicant may amend the Tender Documents by issuing addenda.

23.2 An addendum issued shall be part of the Tender Documents and shall be posted at the website of HLL as per the date specified in Schedule for submission of tender. The applicants are advised to check the websites specified above after the last date of issue of addendum and download the addendum issued, if any.

23.3 To give Applicants reasonable time to take an addendum into account in preparing their Applications, HLL may, at its discretion, extend the deadline for the submission of Applications.

24 Withdrawal of Tenders

24.1. No modification or substitution of the submitted application shall be allowed.

24. 2 An applicant may withdraw its Tender after submission, provided that written notice of the withdrawal is received by HLL before the due date for submission of Applications. In case an applicant wants to resubmit his application, he shall submit a fresh application following all the applicable conditions.

24.3 The withdrawal notice shall be prepared in Original only and each page of the Notice shall be signed and stamped by authorized signatories. The copy of the Notice shall be duly marked "WITHDRAWAL".

## 25 Price Bid Opening

**The Price Bid of those Tenderers who qualify in the Techno Commercial Bid only will be opened. The date and time of opening of Price Bid will be intimated separately. The Price Bids of Tenderers who do not qualify will be returned** Evaluation of the financial offer will be based on price quoted by the applicant. Any subsequent alteration in prices shall not be given any cognizance.

## 26 Award Criteria

HLL will award, the contract to the applicant, whose tender has been determined to be subsequently responsive, complete and in accordance with the tender documents, and whose total evaluated price for undertaking the entire project as per the tender documents is the lowest.

## 27 Employer's Right to accept and to reject any or all Tenders

27.1 The employer reserves the right, without being liable for any damages or obligation to inform the applicant, to:

- A. Amend the scope and value of contract to the applicant.
- B. Reject any or all of the applications without assigning any reason.

27.2. Any effort on the part of the applicant or his agent to exercise influence or to pressurize the employer would result in rejection of his application. Canvassing of any kind is strictly prohibited.

## 28. Qualification of Personnels

The requirements are provided in the section IV

## 29. GMP requirement

### 29.1 SANITATION & HYGIENE

All persons prior to employment shall undergo Medical examination and shall be free from contagious diseases and open wounds. The applicant has to submit the medical examination report on request from HLL.. People who come in contact with the product shall wear protective devices like cap, mask & gloves etc which shall be provided by HLL . Before entering to manufacturing area

*Tender for Providing Operation & Maintenance Services at HLL, Irapuram Factory, Ernakulam*

personnel shall wear clean clothes and follow the entry procedure of the unit. Smoking, eating, chewing and drinking shall be prohibited in the work area. Hair should be properly tied up and nails should be trimmed properly. The use of Chandanam, kumkum, bindhi, lipstick and ornaments like rings and bangles are not allowed in the production floor.

29.2 PROCESS CONTROL & DOCUMENTATION

The personnel deployed by the applicant shall follow HLL's documented procedures for all the works carried out by them to meet the requirement of the company's quality management system and to the satisfaction of HLL's officers. The personnel shall record the process control parameters in the relevant data sheet provided by HLL

30. Jurisdiction

All disputes arising shall be subject to the jurisdiction of the appropriate court at Ernakulam, India and will be governed by the laws of India.



SECTION III  
**TERMS & CONDITION**

1. The Tender should be completed in all respects. Incomplete tenders are liable to be rejected.
2. Unsealed Tenders received are liable to be rejected and this will be at the sole risk of the Tenderer.
3. The contract will be for a period of two year from the date of award of contract and which may be extended on mutual consent for one more year
4. The applicant should have **PF, ESI, GST Registrations and labor registration** certificates on its name and shall submit the proof of PF, ESI and GST Registrations along with the Tender document. The Tender without the proof of PF, ESI and GST will be summarily rejected.
5. The Applicant shall at his own cost comply with the provision of labour laws, rules, orders and notifications whether central or state or local if applicable to him or to this contract from time to time if applicable. These Acts / Rules include the Payment of Wages Act 1936, the Minimum Wages Act 1948, The ESI ACT 1948, the Payment of Gratuity Act, 1972, the Payment of Bonus Act 1965, , the Employees Provident Fund & Miscellaneous Provisions Act, 1952,etc. The tenderer shall be liable to make compensation under Workmen's Compensation Act whatsoever if applicable to his workers.
6. The applicant shall timely pay minimum wages, ESI, PF, Bonus Income tax and Goods & Service Tax etc. as per rules. The applicant shall maintain proper record of the same as required under the law/ acts if applicable. In case of non-payment of wages or any other statutory dues to employees engaged by the contract, the HLL Lifecare Ltd, Irapuram factory reserve the right to make the payment and to recover the amount of such payment from the bill of the party. Contractor shall be responsible for penal action and penalty payable on account of delayed payment of contributions and HLL will not pay any amount in this regard.
7. On awarding the work, the applicant shall produce license obtained from the Competent Authority to engage workers on contract for Providing Manpower for Operation and Maintenance within One month of commencement of work, failing which the contract will be terminated without any prior notice to the applicant and the security deposit shall be forfeited
- 8.. This Tender documents shall form a part of the contract Document. A letter of acceptance shall be issued first in favour of the successful Applicant. On such communication of acceptance, the successful Applicant shall, within 10 days from such date, formally sign the agreement consisting of:-

*Tender for Providing Operation & Maintenance Services at HLL, Irapuram Factory, Ernakulam*

- a) The tender documents including scope of work, and other documents if any as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.
  - b) Agreement signed on a non-judicial stamp paper. The Performa for the same will be given along with the Letter of acceptance.
9. Any information furnished by the applicant found to be incorrect either immediately or at a later date, would render him liable to be debarred from tendering/taking up of work in HLL Lifecare Limited/cancellation of the work order and forfeiting of the security deposit.
10. The tender for the work shall remain open for acceptance for a period of **90 days** from the date opening of the application. HLL retain the right that in exceptional circumstances at its own discretion, it may ask the applicants to extend the validity of their application for a specified period. If any applicant withdraws his tender before the said period or issue of letter of acceptance/intent, whichever is earlier, or, makes any modifications in the terms and conditions of the tender which are not acceptable to the HLL, then the HLL shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid.
11. The applicant shall submit the bill before 3<sup>rd</sup> of every month and payment should be made by the contractor within 7<sup>th</sup> day of the succeeding month, by crediting the amount payable to the bank account of each employee of the contractor and necessary register / record shall be maintained. The contractor shall ensure that each of his employees has bank account. The applicant shall also ensure that no amount by way of commission or otherwise is deducted & recovered from the wages
12. Canvassing whether directly or indirectly, in connection with this application is strictly prohibited and the application submitted by the applicants who resort to canvassing will be liable for rejection.
13. The work awarded shall not be subcontracted to any other person / organization. In case the company finds, at any point of time during the period of contract, that the work undertaken by the contractor has been subcontracted, the same will be treated as violation of the agreement, liable for legal action, termination of contract, forfeiture of EMD, Security Deposit and disqualification from future tenders to HLL Lifecare Limited
14. HLL Lifecare Ltd, Irapuram factory, reserve the right to terminate the contract at any time if the performance of the Contractor is not satisfactory/ the contractor is unable to comply/violate any of the terms and conditions in the agreement/ tender. In such cases HLL shall have the right to forfeit the performance guarantee/ security deposit.

15. If any of the persons engaged by the applicant misbehaves with any of the officials of HLL or commit any misconduct with regard to the property of the HLL or suffers from any serious communicable disease, the Applicant shall replace them immediately. In case Authority of HLL feel that the conduct of any of Applicant's employees is detrimental to the interests of HLL, the competent authority of HLL shall have the unqualified right to request for the removal of such employee either for incompetence, unreliability, misbehaviour, security reasons etc., while on or off the job. The Applicant shall comply with any such request to remove such personnel at Applicant's expense unconditionally within the time limit allowed by HLL.
16. The applicant shall get the antecedents of the persons engaged by him verified from police station concerned and produce a certificate in this regard to HLL.
17. The applicant shall provide necessary insurance coverage to his workmen engaged in the execution of this contract so as to hold the HLL non-liaible for any act from applicant's workmen in case of any accident mishap including death. The insurance cost of personnel working for the applicant at the site shall be borne by the applicant.
18. .The applicant shall deploy adequate number of persons for execution of the work/service undertaken on contract regulating their working hours and weekly off within the statutory limits. The manpower shall be provided in First, general & second shift as directed by HLL's authorised person. The applicant shall be responsible for payment of Overtime wages to his workmen if any, in case they are required to work/service beyond the prescribed hours under law. If HLL reduces its operation due to order position / other reason, the company will communicate the same to the applicant and applicant shall reduce manpower for which only HLL make payment. The applicant shall provide additional /replacement manpower as requested by HLL's officials within 5 days on receipt of request from HLL. Payment for the additional manpower shall be made by HLL.
19. The applicant should maintain daily attendance track records duly signed by the concerned person authorized by HLL Lifecare Ltd. Settlement of bills will be against the consolidated housekeeping track records.
- 20
  - a. Applicant shall provide proper identification cards to his employees to be deputed by him for work/service as per the prescribed format.
  - b The applicant shall provide uniforms, and safety equipment to the employees engaged by him.
21. The personnel deployed by the applicant for the job shall meet the following requirements:
  - i) Should be medically fit.
  - ii) Should possess good conduct and discipline.
  - ii) Should not have a criminal record.

**22. RECOVERY OF LOSS/DAMAGE TO COMPANY: -**

On awarding the contract, but before signing the Agreement, the tenderer shall furnish Security Deposit by Bank Guaranty for a value of 5% of the contract value which will be returned without interest on completion of contract period.

This Security Deposit shall be forfeited in case the tenderer withdraws from the contract once it is awarded or fails in completing the work in time as required by the Company or in case any loss or damage is caused to the Company by the contractor or by his/her/its workers or on breach of any of the conditions of the contract.

Loss or damage caused to the Company at the instance of the contract awarded to the contractor including the loss or damage caused by the employees of the Contractor/shall be recovered from the Security Deposit in proportionate to the loss or damage sustained by the Company and the decision on the amount of compensation for the loss or damage shall be at the discretion of the Company.

The Company shall also have the right to recover such loss or damage from the movable or immovable properties of the contractor and his heirs and legal representatives if the loss or damage caused is in excess of Security Deposit.

23. The personnel deployed by the applicant shall strictly follow the safety norms of the company. The personnel provided by the applicant shall wear PPE's and follow the safety work permit system followed by HLL. HLL will not be responsible for any damage or loss occurred to the personnel due to this.
24. The rate quoted by the applicant should be enough to cover the wages and all the statutory payments as mentioned above, administrative charges, the cost of materials, consumables and equipment, its maintenance charges, transportations charges if any, all taxes, duties, cess, levies, etc. and other charges if any.
25. Workers engaged for the work as per this Tender by the contractor will be employees of the contractor at all times and for all purposes and there will not be any Employer Employee relationship between HLL Lifecare Limited and the persons employed by Contractor for aforesaid work.
26. The Company shall have the right to inspect the existence and quality of the details claimed in the Techno Commercial Bid, to determine the eligibility of the Bidder prior to the award of work and the tenderer shall extend all co-operation for this. If any information provided in the Techno Commercial Bid is found false or not correct at the stage of inspection or visit, the tenderer may be disqualified. If any information provided in the Techno Commercial Bid is found false at any point of time during the contract period, the same shall result in termination of contract with the tenderer, disqualification of the tenderer from future tendering, forfeiture of EMD paid and Security Deposit and payment of compensation towards loss or damage caused to the company on account of making false claims to the extent of actual loss incurred by the Company in this regard

27. The Tenderer should comply with all requirements of GMP and other regulatory requirements needed for the manufacture of condoms
28. The management has the right to impose penalty for delay in supply of manpower as per below conditions. Any delay in the manpower requirements which are attributable to the contractor will attract penalty @ 2% of value of contract per week of delay subject to a maximum of 12%. Value of the contract means the contract value attributable to the delayed manpower strength. Delay beyond this time limit, will result in termination of contract without prior notice, forfeiture of EMD and Security Deposit and legal action for recovery of loss or damage suffered by the Company on account of delay
29. HLL has no liability in the matter of Bonus to the workers of the contractors. However, since the tender is for a period of one year, in case the contractor pays festival allowance during Onam, the management (HLL Lifecare Ltd.) may consider reimbursement of the amount so paid to the contractor. The basis for the calculation of allowance, if it is allowed, will be on the basis of the Payment of Bonus Act.
30. The rates quoted shall be valid till the completion of the contract and no enhancement in rate shall be claimed or payable during the period of the contract except for minimum wages. Minimum wages and DA as and when revised by State Govt. / Central Govt. shall be revised and paid to the contractor by the company, on a request for the same by the contractor.
31. During the period of contract the applicant shall maintain high standard of operation and shall maintain all the process control records that are needed as per the quality system manual of HLL. In case the applicant fails to execute/perform the assigned works/service or a part thereof, to the full satisfaction of the company, HLL shall be authorized to deduct an amount as deemed fit by HLL from the bills of the applicant and damages will be charged to the extent of loss. In case of late attendance/ absence during working hours/ loitering during working hours by any of your personnel, HLL reserves the right of deduction of any amount from the bills payable.
32. Income Tax: Any payment to the applicant as per contract will be made after deducting income tax as per the rules and regulations

**UNIT CHIEF**  
**HLL Lifecare Limited**  
**Irapuram Factory**

## SECTION IV

### SCOPE OF WORK & QUALIFICATION OF PERSONNELS

The applicant shall provide the following services,

Sl. no.	Service	Details	No. of Personnel
1	Providing Operation and Maintenance Service at Irapuram Factory	Semi-skilled Manpower	26
		Skilled Manpower	6
		Highly Skilled manpower	2

Age limit for the manpower to be deployed shall be between 20 - 37 years.

Experienced personnel shall be deployed after due approvals from HLL Officials.

### WORK REQUIREMENTS

1. Operations and maintenance activities of Irapuram Factory, (IFC) of HLL Life care Limited for three shift operations as per norms and other requirements specified in the bid.
2. The Contractor should ensure the quality of operations and maintenance activities, and adherence to GMP (Good Manufacturing Practices) requirements as specified in the quality system manual of HLL and should follow the suggestions / instructions given by HLL's representative from time to time. The Tenderer should follow the requirements of statutory agencies like Drugs Controller, which includes;
  - (a) Maintaining of clean and hygienic environment
  - (b) Clean clothing, caps, masks & gloves to workers engaged. Caps, masks & gloves will be provided by HLL
  - (c) Other requirements, if any, which arise from time to time

### 3. Record Keeping

3.1 The employees deployed by the applicant shall properly maintain all the operational records required by standard operating procedure of HLL.

3.2 The tenderer should maintain the following records and to be updated daily:

(a) Records related with work

- i. Attendance Register
- ii. Medical Records
- iii. Any other Record to be maintained as required by the Company (HLL Life care Limited) from time to time for verification.

(b) Records as per Contract Labour (R&A) Act 1970 & Rules 1971.

## **4. WORK DETAILS**

### **4.1 PRODUCTION**

#### **Qualification: ITI**

#### **4.1.1 Compounding:**

Compounding related work include Ammonia solution preparation , weighing of chemicals, Dispersion preparation, mixing the latex & chemicals in the mixer tank, Process control & Monitoring and recording of process parameter, ensuring the quality of compounded latex, cleaning of the tanks and feeding the latex to supply tanks & dipping tanks etc.

#### **4.1.2 Moulding**

Moulding related work include monitor & control of process parameter, preparation of leach solution, ensuring the product quality, CAPA and troubleshooting related work, clarification related works, recording the data in log sheet etc.

#### **4.1.3 Vulcanisation**

It include include preparation of slurry, powder finishing & vulcanisation operation, monitor & control of process parameter, ensuring the product quality, CAPA and troubleshooting related work clarification related works, recording the data in log sheet etc.

## **5. QUALITY ASSURANCE**

### **5.1 HP Stage TESTING**

#### **Qualification: ITI**

The work include product sampling & testing as per SOP, providing feedback to production, recording the result/data etc

### **5.2 Material Testing**

#### **Qualification: Diploma/graduation**

The work include sampling & testing raw materials, recording the result /data

**6 Maintenance Operations:**

**Qualification: ITI/ Diploma**

**Work include the** Maintenance activities of plant and machineries and maintenance activities of utility equipment. Break down maintenance, preventive maintenance, shutdown maintenance and operation of the substation are also a part of the work.

**7 WORKS RELATED TO SUPPORTING FUNCTIONS**

**Qualification: Graduation**

- a. Daily activities of administration departments of Human resources, Accounts, Purchase and stores



**SECTION V  
LETTER OF TRANSMITTAL**

From

To  
UNIT CHIEF  
HLL Lifecare Limited  
Irapuram Factory  
Plot no1& 2, Rubber Park  
Valayanchirangara P.O  
Ernakulam 683556

Subject: Submission of Tender for Operation and Maintenance Service at HLL Lifecare Limited, Irapuram Factory  
Sir,

Having examined the details given in the tender documents for the above work, I/we hereby submit the tender document along with price

1. I/ we hereby certify that all the statements made and information supplied are true and correct.
2. I/ we have furnished all information and details necessary for prequalification and have no further pertinent information supply.
3. I/we also authorize HLL Lifecare Limited to approach individuals, employers, firms and corporation to verify our competence and general reputation
4. I/ we hereby certify that the price quoted are firm for the contract period of two years and will not vary for the above work.

Name of Work  
Enclosures

Certificate From

Seal of Applicant  
Date of Submission

Signature of Applicant

**FORM "A"**

1. Financial analysis details to be furnished duly supported by figures in balance sheet or profit and loss account for the last two years duly certified by the chartered accountant ( Copies to be attached)

Year	Gross Turnover	Profit/Loss
2017-18		
2018-19		

2. The following certificates are enclosed

- a) Pan Number
- b) GST Registration no ( Certificate copies to be attached)

Signature of Chartered Accountant with seal

Signature of Applicant

**FORM "B"**  
**DETAILS OF WORK EXECUTED DURING THE LAST TWO YEARS**

Year	Organization/Company	Project Cost	No of Manpower deployed	Performance evaluation of Client (Certificates to be attached)

Date:

Signature of Applicant

**FORM "C"**  
**CONTRACT UNDER EXECUTION OR AWARDED**

Year	Organization/Company	Project Cost	No of Manpower deployed	Performance evaluation of Client (Certificates to be attached)

Date:

Signature of Applicant

**FORM “D”  
ORGANIZATION INFORMATION**

1	Name & Address of the Applicant	
2	Telephone no & Email Id	
3	Legal Status of the applicant ( attach Copies of Original Document the legal status)	(a) An Individual (b) A Proprietary firm (c) A firm in partnership (d) A limited company or Corporation
4	Particulars of Registration with Various Govt. bodies ( attach attested photo copy)	
5	Names & Title of Directors and Officers to be concerned with the work, with designation of individuals authorized to act for the organization	
6	Was the applicant ever required to suspend operation for a period of more than one month continuously after you commenced the operation? If so give the name of the project and reason of suspension of work?	
7	Has the applicant or any constituent partner in case of partnership firm, ever been debarred/black listed for tendering in any organization at any time? If so give details	
8	Any other information considered necessary by not included above	
	Details of immovable property owned by the tenderer; i)Description of property (please attach a copy of the possession certificate, location certificate & encumbrance certificate (for last 13 years	

*Tender for Providing Operation & Maintenance Services at HLL, Irapuram Factory, Ernakulam*

	Survey No/TC No./Residents Assn. No. in case of building	
	Location	
	Village, Panchayat, Taluk	
	Area of land in cents/Sq.ft	
	Approximate value	
	Details of heir assignees and Legal representatives	

Date

Signature of Applicant

**FORM OF PERFORMANCE SECURITY  
BANK GUARANTEE BOND**

1. In consideration of the HLL Lifecare Limited (hereinafter called "HLL") having agreed under the terms and conditions of agreement No..... dated..... made between ..... and ..... (herein after called "the said applicant(s)") for the ..... work (herein after called "the said agreement") for compliance of his obligation in accordance with the terms and conditions in the said agreement.

We ..... (indicate the name of the Bank) (herein after referred to as "as Bank) hereby undertake to pay to the HLL and amount not exceeding Rs..... (Rupees..... only) on demand by the HLL.

2. We ..... (Indicate the name of the Bank) do hereby undertake to pay the amount due and payable under this Guarantee without any demure, merely on a demand from the HLL stating that the amount claimed is required to meet the recoveries due or likely to be due from the said applicant(s). any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees..... only).

3. We undertake to pay to the HLL any money so demanded notwithstanding any dispute or disputes raised by the applicant (s) in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment made by us under this bond shall be valid discharge of our liability for payment to there-under and the applicant(s) shall have no claim against us making such payment.

4. We ..... (Indicate the name of Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the HLL under or by virtue of the said agreement have been fully paid and it is claims satisfied or discharged or till Engineer-in-charge on behalf of the HLL. Certified that he terms and conditions of the said Agreement have been fully and properly carried out by the said applicant(s) accordingly discharges this guarantee.

5. We..... (Indicate the name of Bank) further agree with the HLL that he HLL shall have the fullest liberty without our consent and without affecting any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said applicant(s) from time to time or to postpone for any of the powers exercisable by the HLL against the said applicant(s) and to forebear or enforce any of the terms and conditions relating to the said agreement we shall not be relieved from our

*Tender for Providing Operation & Maintenance Services at HLL, Irapuram Factory, Ernakulam*

liability by reasons of any such variation or extension being granted to the said applicant(s) or for any forbearance act or omission on that part of the HLL or any indulgence by HLL to the said contract(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effected or so relieving us.

6. The guarantee will not be discharged due to the change in the constitution of the Bank or the applicant(s).
7. We..... (indicate the name of Bank) lastly undertake not to revoke this guarantee except with the previous consent of the HLL in writing.
8. This guarantee shall be valid up to ..... Unless extended on demand by HLL. Notwithstanding anything mentioned above our liability against this Guarantee is restricted to Rs..... (Rupees.....only) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee, all our liabilities under the Guarantee shall stand discharged.

Dated the ..... Day of 20....

For .....  
(Indicate the name of Bank)



**PRICEBID FORM**

**TENDER NO. HLL/IFC/PUR/O&M/2020**

**DATE:28.02.2020**

**Annexure A**

SI No.	Service	Details	No. of Personnel	Unit Rate Per Month (RS.)	Amount
1.	Providing Manpower for Operations & Maintenance	Providing Semiskilled ITI Qualified	26		
2.	Providing Manpower for Operations, Maintenance & Administration functions	Providing Skilled ITI / Diploma/Graduate Qualified	6		
3.	Providing Manpower for Operations	Providing Highly Skilled ITI / Diploma Qualified	2		
<b>Total Amount per Month in Rs.</b>					
<b>Total Amount per Annum in Rs.</b>					

**Price breakup for manpower cost (Monthly)**

Heads	Semiskilled	Skilled	Highly Skilled
BASIC+DA	10608	12532	13936
*EPF @			
*ESI @			
Leave wage on Gross 4.79%	508	600	668
**Service Charges			
TOTAL			
GST 18%			
TOTAL PER MONTH			
No. of persons			
Monthly Rate in Rs.			

\*EPF and ESI rates given shall include employer contribution.

\*\*Service charges shall include administration OHs, Uniform expenses, profit margin & all other charges.

\*\*\*Only statutory rate changes will be considered during the contract period

Date

Name & Signature of the tenderer