

एचएलएल लाइफ़केयर लिमिटेड/HLL LIFECARE LIMITED
(भारत सरकार का उद्यम)/(A Government of India Enterprise)
कॉर्पोरेट अनुसंधान एवं विकास केंद्र/Corporate R & D Centre,
आक्कुलम/Akkulam, श्रीकार्यम पी ओ/ Sreekariyam P.O.
तिरुवनंतपुरम/Thiruvananthapuram - 695017
ई मेल/Email: materialscrdc@lifecarehll.com
वेबसाइट/Website: www.lifecarehll.com
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**TENDER DOCUMENTS
(TECHNICAL BID)**

**NOTICE INVITING TENDER
FOR
PROVIDING HOUSE KEEPING AND OFFICE SUPPORT SERVICES
AT
CORPORATE R&D CENTER,
AKKULAM THIRUVANANTHAPURAM**

**Tender No: HLL/CRDC/TENDER/PUR/2017-18/01
Dated: 16.06.2017**

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Tender No.: HLL/CRDC/PUR/TENDER/2017-18/01

16th June 2017

ई-निविदा सूचना/ TENDER NOTICE

Sub: Providing Housekeeping and Office Support services at Corporate R&D Center, Akkulam, Thiruvananthapuram.

1. Sealed and super scribed tenders under two bid systems are invited from on behalf of SVP (R&D), HLL Corporate R&D Centre, HLL Lifecare Limited, Akkulam, Sreekariyam P.O., Thiruvananthapuram 695017 from interested contractors having minimum 3 years experience in the relevant field as per the details given in the tender document at HLL Corporate R & D Center, Akkulam, Thiruvananthapuram.

HLL/CRDC/PUR/TENDER/2017-18/01	Dated: 16.06.2017
IMPORTANT DATES	
Date of publishing	16.06.2017 (1000hrs)
Bid Submission Start Date	17.06.2017 (1000hrs)
Bid Submission End Date	06.07.2017 (1500hrs)
Date of Technical Bid Opening	07.07.2017 (1000hrs)
EMD & Tender Fee to be submitted in the form of Demand Draft in favour of "HLL LIFECARE LIMITED"	Rs.90,000/- (EMD) & Rs.300/- (tender Fee)

2. **Tender document fee of Rs. 300/- and EMD of 90,000/-** are payable by way of Demand Draft drawn in favour of "HLL LIFECARE LIMITED" The DD should be sent in a sealed envelope along with the tender document to HLL Corporate R&D Centre, HLL Lifecare Limited, Akkulam.
3. Amendment, if any to the tender documents shall be hosted on the website www.lifecarehll.com/tender only and the tenderers are advised to check the said website for taking into account any amendments.

The last date for the submission of tender is 06.07.2017, 03:00pm (Local Time).

वरिष्ठ उपाध्यक्ष (आर&डी)
SVP (R&D)

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INSTRUCTIONS TO BIDDERS

1. MINIMUM ELIGIBILITY CRITERIA

1.1 The following shall be the minimum eligibility criteria for selection of bidders at technical bid stage of the bidding process:-

- (a) Registration: The Bidder must be registered with the Income Tax, registered under the Labour Laws/Rules, Employees Provident Fund Organization, Employees State Insurance Corporation.
- (b) Licenses: The Bidder must have appropriate Licenses from Sales Tax Department, Income Tax Department (TIN/TAN/PAN/GSTIN).
- (c) Experience: The tenderer should have minimum Three years experience in Successfully carrying out works of similar nature by engaging staff as given in Schedule D in the Central/State Govt. Departments/Ministry/Organizations of the Govt of India/State Govt/PSUs or big reputed Private Organizations (proof thereof should be produced).

In respect of the above and similar minimum eligibility criteria, the details as per Schedule B should be filled and enclosed with attested copies of supportive documents for proof.

1.2 Documents supporting the Minimum Eligibility Criteria (Technical Bid):

- (a) In proof of having fully adhered to minimum eligibility criteria at 1.1(a), attested copies of PAN, TAN, TIN, GSTIN/ VAT/Sales Tax, Labour Registration, EPFO Registration, ESIC Registration shall be submitted. Attested copy of these documents to be enclosed with Technical Bid.
- (b) In proof of having fully adhered to minimum eligibility criteria at 1.1(b), attested copies [by Chartered Accountant] of Clearance Certificate (Last three years returns) from Sales Tax/VAT Department, Service Tax Department, Income Tax Department shall be accepted. Attested copy of these documents to be enclosed with Technical Bid.
- (c) In proof of having fully adhered to minimum eligibility criteria at 1.1(c), attested copies of relevant experience issued by the Central/State Government Departments / Ministry/Organizations of Govt of India/State Govt/PSUs or big reputed private organizations shall be accepted. Attested copies of these documents to be enclosed with Technical Bid.
- (d) Completed Questionnaire and Declaration as per Schedule - B, Indemnity Clause – Schedule C,

The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected.

2. SUBMISSION OF BIDS:

2.1. This is a two Bid system comprising of:

- a) **Technical Bid** b) **Price Bid**

2.2 Both the Bids shall be submitted in TWO separated sealed envelopes. Envelop -I: Technical Bid and Envelop-II: Price bid. Tender No. shall be super scribed on the respective envelope in order to clearly identify between the 2 Bids. These two separate Bids in separate sealed envelopes are to be enclosed in a single sealed Envelope with the respective Tender No. mentioned thereon, complete in all respect, addressed to the SVP (R&D), Corporate R & D, HLL Lifecare Limited, Akkulam, Sreekariyam P.O. Thiruvananthapuram – 695017, Kerala, India should reach us on or before the due date and time mentioned in the Tender notification. HLL shall not be responsible for any delay. Tender brought to the office after prescribed time will not be accepted.

2.3. Tenderer/Bidders are advised to follow the instructions provided in the “Instruction to Bidder” of this Tender document before proceeding with the tender.

2.4 Bid submitted without required documents will be summarily rejected.

3. TENDER FEE & EARNEST MONEY DEPOSIT (EMD)

3.1. The Earnest Money Deposit (EMD) of Rs.90,000/- and Tender Fee of Rs. 300/- both in the form of Demand Draft in favor of “M/s HLL LIFECARE LIMITED” payable at Trivandrum is required to be submitted along with Technical bid document.

3.2. Tender received without EMD or EMD for lesser amount will be summarily rejected.

3.3. The submission of EMD is compulsory for all the Bidders and no exemption will be granted for submission of EMD. However, EMD and tender fee would be exempted, wherever applicable, provided the exemption certificate should be valid for at least one month after the last date of submission of tender bids and the certificate covers the specific services to be rendered in this tender.

3.4. The EMD shall be returned to the bidder(s) whose offer is not accepted by within 60 days from the date of signing the agreement with the successful bidder. However if the return of EMD is delayed for any reason, no interest/penalty shall be payable to the bidder. The EMD shall not carry any interest.

3.5. The EMD of the successful bidder will be adjusted against the security deposit.

3.6. EMD of a tenderer will be forfeited, if the tenderer withdraws or amend its tender or impairs or derogates from the tender in any respect within the period of validity of its tender.

3.7 FINANCIAL BID:- The bidder must submit their financial bid in the prescribed format specified at Annexure I of this tender document and no other format is acceptable. Bidders are required to sign on every page of Financial Bid.

3.8 EXTENSION OF LAST DATE:- The HLL, may in its discretion extend the last date for submission of the bids and such extension shall be communicated over email.

4. OPENING OF TECHNICAL AND FINANCIAL BID:-

4.1. The Technical bids (complete in all respect) received along with EMD and Tender Fee will be opened as per stipulated time and date indicated in Notice Inviting Tender of the tender document in presence of

bidder/authorised representative of bidder, if present, at HLL Corporate R&D Centre, Akkulam, Trivandrum. The Bid received without EMD and Tender Fee will be rejected straightaway.

4.2. The technical committee will evaluate eligibility criteria of bidders.

4.3. It shall be noted that required documents submitted along with the technical bid will be perused/examined and in case of any deficiency, the technical bid will be rejected and financial bid will not be opened.

4.4. After scrutiny of technical bids, HLL shall shortlist the eligible bidders who qualify in the technical evaluation stage and inform them of the date and time of opening of the Financial Bids (Preferably by E-mail)

4.5. The financial bid price of each bidder shall be read out on the spot.

4.6. Merely becoming the lowest bidder, prior to Financial Bid scrutiny will not give any right to the Lowest bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure by the Tender Evaluation Committee.

4.7. In case the date of opening of tender is declared a holiday for unexpected reasons, the tender shall be opened same time on the next working day;

5. NON TRANSFERABILITY: This tender is nontransferable. The incomplete and conditional tenders will be summarily rejected;

6. NON-WITHDRAWAL OF BIDS: No bidders will be allowed to withdraw after submission of bids/ opening of the tender; otherwise the EMD submitted by the firm will be forfeited;

7. VALIDITY OF BIDS

7.1. Bids shall remain valid and open for acceptance for a period of 120 days from the last date of submission of Bids.

7.2. In case, client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

7.3. The client may request for extension of contract for another period of 60 days, without any modifications and without giving any reasons thereof.

8. RIGHT OF ACCEPTANCE:

8.1. The Competent Authority reserves all rights to reject any bid including bids of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority in this regard shall be final and binding.

8.2. Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.

8.3. The Competent Authority reserves the right to award any or part or full contract to any successful agency(ies) at its discretion and this will be binding on the bidders.

8.4. In case of failure to comply with the provisions of the terms and conditions mentioned by the agency that has been awarded the contract, the Competent Authority reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulting agency, which has been awarded the initial contract and this will be binding on the bidders.

8.5. HLL may terminate the contract if it is found that the Contractor is blacklisted on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings etc.

9. NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE'

9.1. After determining the successful bidder after evaluation, the client shall issue a Letter of Acceptance (LoA) in duplicate to the successful bidder, which will in turn return one copy to the client duly acknowledged, accepted and signed by the authorized signatory, within three (3) days of receipt of the same by the successful bidder.

9.2. The issuance of the Letter of Acceptance to the bidder shall constitute an integral part of the Agreement and it will be binding to the Contractor.

10. JURISDICTION

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

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GENERAL TERMS & CONDITIONS

1. Tender is invited from reputed applicants/firms for Providing Housekeeping and Office support services at HLL Corporate Corporate Research & Development Centre ,Akkulam .
2. Intending applicants should inspect the buildings and make judicious assessment of the extent of services to be provided.
3. Tender documents, **which should be placed in sealed envelopes** will be received at the office of the **SVP (R&D), Corporate R&D Centre, Akkulam, Sreeekaryam P.O Thiruvananthapuram-695017** up to **3.00 PM on 06.07.2017**. The tender will be opened at the above mentioned location **at 10.00 am on 07.07.2017**.
4. All tender documents shall be submitted in sealed envelopes and shall be superscribed clearly as "Tender for providing House keeping and Office Support services at HLL Corporate R&D Centre , Akkulam" and the date and time of submission with complete contact details of authorized signatory of the applicant should be written on the envelop.
5. The period of operations shall be for one year with effect from 01st August 2017 and extendable for one more year on mutually agreed terms. The scope of work shall be as detailed in **Schedule A**
6. The work shall be awarded to the applicants quoting lowest rates and meeting the statutory requirements as specified in the Price Schedule. Their shall not be any additions to the given price schedule. The price schedule shall be filled by hand.
7. The applicant shall be required to deposit an amount equal to 5% of the tendered value of the work as performance guarantee.
8. Applicants are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their applications as to the form and the nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their application. An applicant shall be deemed to have full knowledge of the site whether he inspects or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The applicant shall be responsible for arranging and maintaining at his own cost all materials, tools & plants, access, facilities for workers and all other services required for executing the work. Submission of this application implies that the applicant has read this notice and all the documents and has made himself aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.

9. 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.
10. No Engineer of Gazette rank or other Gazetted Officer employed in engineering or administrative duties in an Engineering Department of the Government of India/State Government or PSUs is allowed to work as an applicant for a period of two years after his retirement from Govt. service, without previous permission of HLL in writing. This contract is liable to be cancelled if either the applicant or any of his employees is found any time to be such a person who had not obtained the permission of the Govt. of India/State Government or PSUs as aforesaid before submission of the tender or engagement in the applicant's service.
11. The tender for the work shall remain open for acceptance for a period of 120 days from the date of opening of the application . 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.
12. This Notice Inviting Tender shall form a part of the Contract Document. In accordance with clause 1 of the contract, the letter of acceptance shall be issued first in favour of the successful Applicant. On such communication of acceptance, the successful Applicant shall, within 15 days from such date, formally sign the agreement consisting of:-
 - a) The Notice Inviting Tender, 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 Proforma for the same will be given along with the Letter of acceptance.
13. The Earnest Money Deposit and Tender Fee as mentioned in the Notice Inviting Tender, in the form of a Demand Draft of a scheduled bank issued in favour of HLL Life care Limited, Thiruvananthapuram, or in the form of an irrevocable guarantee bond of any scheduled bank or State Bank of India, which should be placed in a separate sealed cover marked "Earnest Money" shall be submitted along with the tenders.

SPECIAL CONDITIONS

- 1) The Applicant shall at his own cost comply with the provision of labour laws, rules, orders and notifications whether central or state or local as applicable to him or to this contract from time to time. These Acts/Rules include the Minimum Wages Act, 1948, the Workmen's Compensation Act, 1923, the Payment of Gratuity Act, 1972, the Payment of Bonus Act, 1965, the Payment of Wages Act, 1936, the Employees Provident Fund & Miscellaneous Provisions Act, 1952 ESI ACT 1948 etc.
- 2) The applicant will be required to pay minimum wages as prescribed under the minimum wages act and service tax as per prevailing rules. The applicant will maintain proper record as required under the law/ acts deductions.

- 3) In case the applicant fails to execute/ perform the assigned works or a part thereof, 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 any unsatisfactory service, deduction up to 10 % of the amount due during the month will be imposed on the applicant. In case of late attendance/ absence during working hours/ loitering during working hours by any personnel, HLL reserves the right of reduction of any amount from the bills payable.
- 4) 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, misbehavior, 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.
- 5) 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.
- 6) The Applicant shall pay wages directly to his workmen. The applicant shall also ensure that no amount by way of commission or otherwise is deducted & recovered from the wages. The wages shall be remitted to bank accounts of the workmen.
- 7) The applicant shall provide necessary insurance coverage to his workmen engaged in the execution of this contract so as to hold the HLL non liable 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.
- 8) The applicant shall deploy adequate number of experienced persons for execution of the work undertaken on contract regulating their working hours and weekly off within the statutory limits. The applicant shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours under law.
- 9)
 - a) Applicant shall provide proper identification cards to his employees to be deputed by him for work as per the prescribed format.
 - b) The applicant shall provide uniforms, shoes and other safety equipment's to the employees engaged by him.
- 10) 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.
 - iii) Should not have a criminal record.
 - iv) Should have relevant experience.

- 11) Applicants are advised to inspect and examine the site and assess the manpower required in a professional manner. In case HLL feels that work is not performed in a satisfactory manner after commencement of operations, the successful applicant shall be asked to increase the manpower as required at their own cost.
- 12) An applicant shall be deemed to have full knowledge of the site whether he inspects or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The applicant shall be responsible for arranging and maintaining at his own cost all materials, tools & plants, access, facilities for workers and all other services required for executing the work.. Submission of this application implies that the applicant has read this notice and all the documents and has made himself aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.
- 13) The requirement given in the scope of work is only indicative. HLL reserves the right either to increase or decrease it as per requirement. The decision of HLL in this regard shall be final and binding on the Applicant. The payment to applicant will be based on the actuals measured at site.
- 14) The applicant must ensure that the workman are not forming any associations and acting against the interest of the company which may lead to the termination of contract. The applicant has to ensure that the workman's grievances are addressed by the applicant only. And at any cost the unit where they are attached with will not get involved in any of the service, terms and conditions or payment related issues or grievances raised by the workman.
- 15) Applicant must adhere to the following conditions in relation with the payment of work man;
 - Salary for the workman should be credited through bank account only
 - Salary should be given before 10th working day of every month
 - Pay slips including PF, ESI, deductions details should be given on monthly basis.
 - Minimum wages increase of the staff should be given as per the GOI Notification.
 - DA increment should be given to the staff as per the GOI Notification.

SCHEDULE A

SCOPE OF WORK

The applicant shall provide following services as under for

1. Housekeeping:

The area includes labs, Animal house, Clean room, Main block, Academic block, Laundry, canteen and other rooms and facilities. The estimated manpower required for Housekeeping activities is 8. However the applicant may decide the same based on the cleaning frequency and requirements. The applicant shall submit a detailed cleaning schedule within 15 days of taking over the site. The applicant at his own cost shall maintain all the reports, records and registers pertaining to the entire scope of work. The applicant shall adhere to the indicative frequency of cleaning proposed as under:

LABS

Cycle: Daily

- Clean all floors
- Spot clean all stains and spills.
- Pick up all litter & debris
- Empty all waste receptacles replace liners and wipe any soiled container.
- Spot clean all horizontal and vertical surfaces
- Remove finger prints, smudges and stains.
- Spot clean all partition and glass doors.
- Wipe clean all counter tops to remove marks & stains.
- Damp wipe all telephone and other with germicidal solution
- Remove soiled linen in leak proof covered waste containers
- Using scrapper, remove all gums and like substances from floors
- Damp mop the area with appropriate chemical
- Clean the surfaces exposed to body fluids in between the cases with appropriate disinfectant as approved

Cycle: Weekly

- Clean all partition and door glasses
- Detail clean all edged and corners
- Wipe clean all counters & wall panels
- Dust and vaccum upholstered furniture
- Damp clean all vinyl covered , fibre glass and wooden furniture
- Clean and polish all stainless steel, metal frame
- Buffer rails and counter surfaces. Buff to shine
- Wipe clean all architectural materials
- Wipe clean the bedside lockers after consent from the occupants

Cycle:Monthly

- Clean and polish all stainless steel & architectural metals
- Dust & damp wipe all signs.

Cycle : Quarterly

- Clean all air vents
- Vacuum clean the curtains and change if visibly soiled
- Dust & damp wipe all light fixtures

Fire Extinguisher & Reel Cabinets

Cycle: Monthly

- Damp clean all fire extinguishers and boxes(exposed surface only) with appropriate detergent and dry surfaces with a soft cloths
- Spot clean any stains ,remove finger print, Little stickers, tag etc. from the cabinets
- Damp clean all fire extinguishers and boxes (exposed surface only) with appropriate detergent and dry surfaces with a soft cloths
- Open the cabinets and vacuum floors to remove loose dirt, dust etc.

**Store / Equipment / Plant / Security Cabins/Drivers room
SER Rooms etc.
accessed only by maintenance team**

Cycle:Weekly

- General cleaning including wipes cleaning desk and cabinets.
- Sweep all concrete floors.
- Using scrapper, remove all chewing gums and like substance from floors.
- Wipe clean all doors.
- Damp mop all hard surface floors
- Remove dust at exposed pipes, fire extinguishers and horizontal surfaces.
- Vacuum clean all equipment
- Clean interior and exterior of doors, including door frames and adjacent walls
- Clean all partition and door glasses
- Clean all air vents
- Dust and damp wipe all light fixtures

**Offices/Recreation rooms/Administrative rooms/Communication
rooms/Pantries/Faculty rooms/EPBXRooms/ Security Offices/Conference rooms/board
Rooms/Committee rooms/Seminar halls**

Cycle: Daily

- Wipe any soiled containers, sink and counter tops desk and cabinets and vacuum clean floor

- Wipe clean all doors.
- Spot clean spillage areas
- Spot clean hand marks from glass in doors and windows, TV, monitors, refrigerators white boards, partitions, pillars and metal parts
- Dust mop all hard surface floors(excluding computer type flooring)
- Using scraper, remove all chewing gums and like substances from hard surface floors.
- Wipe clean tiled walls.

Electrical & Electronics Equipments

Cycle:Monthly:

- Using a damp cloth, remove dust at all horizontal and vertical surfaces, including tables cabinets, desks, chairs, light switches electrical receptacles and doors.
- Polish / buff all vinyl floors.
- Damp wipe all telephones with germicidal solution, including ear and mouth piece
- Deep vacuum / pile lift all carpets
- Remove dust at high areas (Pictures, signs clocks, partition tops etc) required the *Use a ladder or steps if required*
- Spray buff all hard surface floors

Cycle:Quarterly:

- Clean all air vents
- Dust and damp wipe all light fixtures
- Remove dust and clean all skirting and ledges
- Remove dust and clean all blinds and curtains with appropriate detergent
- Steam clean all carpets.

Glazed Areas and Associated Frames / Corridors, Lobbies/ Circulation Areas, Reception,Public Seating, Balconies, Help Desk(Reception Desk), Staff Entrance

Cycle:Daily

- Wipe clean dust, stains and finger marks etc with appropriate detergent solution.
- Damp clean metal frames with appropriate detergent and dry surfaces with a soft cloth, apply polish and buff to shine.
- Water droppings on the floor must be vacuum dry.
- Spot clean all horizontal and vertical surfaces including light switches, electrical receptacles, furniture and doors.
- Spot clean all partitions, wall doors and glazing.
- Using a scraper, remove all chewing gums and like substances. Wipe clean all exit doors.
- Dust mop all hard surface floors with a treated dust mop and/or vacuum clean carpet floors

Cycle:Weekly

- Spray hard floors, Buff / Polish Vinyl floors. Deep vacuum / pile lift all carpets
- Dust and wipe clean all walls, edges, ceilings and associated fixtures and fittings

Cycle:Monthly:

- Polish and buff all vinyl floors
- Steam clean all carpet flooring

Floors

1. Ceramic tiles and skirting:

Cycle:Daily

- Dry sweep or vacuum to remove all loose dirt, dust etc. Spot clean to remove all stains and embedded grime.

Cycle:Weekly

- Thorough mopping with appropriate detergents.

2. Vinyl flooring, PVC sheeting etc.

Cycle:Daily

- Sweep or vacuum and damp mop to remove. All dirt and dust etc. Scrap away chewing gum and like substances

Cycle:Weekly:

- Damp mop with an appropriate detergent to remove all black streaks, stains etc and buff to shine.

Cycle:Monthly:

- Wax polish and machine buff with Appropriate chemical and equipment

3. Granite, Quarry tiles and other hard flooring

Cycle:Daily

- Dry sweep or vacuum to remove litter and debris
- Scrap away chewing gum and like substances

Cycle:Weekly

- Damp mop to remove dirt, dust, soil, spillage etc Floor to kept dry and non-slip.

Cycle:Monthly:

- Scrub, wash clean surface with water and non caustic detergent and let dry.
- Polish to shine all granite / marble floors using high RPM buffing machine with an appropriate polishing powder

Ceiling & Air-Conditioning Vents and Grilles

a) Ceiling Boards and Plaster Ceiling& Concrete ceilings

- Spot clean to remove visible stains, stickers cobwebs etc.
- Vacuum clean Air-Condition and ventilation grilles, electrical and light fittings, dispenser reflectors and exhaust fan with brush head vacuum cleaner to remove dust etc

TOILETS

Daily as at regular interval:

- Replenish all washroom supplies including toilets rolls, soap and towels as required
- Using a germicidal solution, mop dry all stains and spills.
- Using a scraper, remove all chewing gums and like substances from floors.
- Empty all type of washroom waste receptacles and replaces lines as required and wash using germicidal detergent
- Thoroughly wash and rinse soap dispensers with water
- Thoroughly clean mirrors and frame with soft cloth to remove all dust and blemishes.
- Using a germicidal solution, thoroughly clean all wash basins/countertops including undersides and pipes. Wipe and polish all chrome and steel material
- Using the germicidal solution, thoroughly clean all cubicals and urinlas
- Scrub bottom and side of urinals, especially the join and recesses, with detergent followed by rinsing.
- Damp clean wall/doors/partition with a germicidal solution to remove finger prints, dirt and stubborn stains
- Wash down floor and cubical regularly as permitted by supervisor
- Operation and Maintenance of Incinerators

Cycle:Weekly:

- Wash down tile and painted walls and showers recesses
- Clean to remove stains, water marks on all metal fittings polish all chrome / stainless steel fittings

Lift & Lift Rooms

Cycle:Weekly :

- Thorough scrub floor including edges and corners with appropriate detergent and rinse with clean water and vacuum.
- Clean all air and exhaust fan vents and light fittings etc polish all chrome / stainless steel fittings.

- Thorough scrub floor including edges and corners with appropriate detergent and rinse with clean water and vacuum
- Clean all air and exhaust fan vents and light fittings etc.
- Dust and vacuum ceiling including associated fixtures
- Thoroughly scrub and clean the floors and walls.
- Flush floor drains and traps thoroughly with appropriate materials
- Scrub clean tile grouting, cement pointing of the tile joint must be free from dirt and accumulated grime.

Animal House

Cycle:Daily

- cleaning of the cages of animals and replacements of the bedding
- Washing of the dirty cages on daily basis
- Disposal of waste to proper place
- floor cleaning of the premises
- Dusting & cleaning of the articles

Clean Room

Cycle:Daily

- Sprinkle some DI water on the lint free paper. Carefully wipe the surfaces of equipment's (spinner, contact aligner, oven, hot plate, etc.).
- Wipe the horizontal surfaces (work-benches).The hand held tacky roller can be used for this purpose. Discard items such as waste paper, wafer pieces etc
- Visually inspect the floors. If there is any chemical spillage this should be wiped with water. Use the clean room mop, and bucket for this purpose. If required, you can also use the sodium free cleaning solution
- In the furnace room, clean the floor with ordinary swipers
- Use the ordinary swipers (clean room swipers not required) to clean the floor in the gowning area.

Stair case(inside & outside)/ Balustrades and Railing.

Cycle:Daily

- Sweep all stairs and landings
- Using a scrapper, remove all chewing gums and like substances.
- Wipe clean all exit doors.
- Dust all edges, ledges railing and light diffusers on staircases and doors.
- Damp mop to remove dirt, dust, soil, spillage etc. Staircase must keep dried and non-slip
- Polish the railings, balustrades and frame of all staircases and fittings
- Spot clean to remove finger marks, stickers, dirt, stains, etc.
- Clean both sides of glass panels with glass cleaning solution and spot clean as necessary.
- Spot clean to remove stickers, dirt, stains, etc.
- Wipe clean handrail polish stainless steel and buff to shine.

All the cleaning materials required for the cleaning as detailed above shall be procured by the firm and the standard of the cleaning materials and chemicals proposed to be used (to be got approved by HLL CRDC) shall be specified in the tender

3) Pantry Staffs: Providing full time Pantry support which includes the canteen services for the employees in CRDC and for the national /international conferences/seminars/training programs conducted by other HLL units, as per needs .Maintaining quality of food and ensuring the hygienic conditions of preparation of food and kitchen/utensils /premises cleanliness. The pantry staff must wear uniforms, head cover, gloves while preparing and serving. The pantry staffs are responsible for serving the tea/snacks/any other items inside the premises.

4) Animal Handler: Care and management of Lab animals as per standard procedures set by the Supervisor. Assisting during experiments and maintenance of records related to Laboratory Animal House cleaning of animal rooms, cages and accessories, surgical items and theater is required. Reporting to the supervisor

5) Office Support

a) **Office Assistant:** Providing administrative support, Event management & program co-ordination, Purchasing Office items whenever needed, providing computer hardware & networking support. Making arrangements for the seminars/conference/trainings including photography & videography. Extensive travel required as a part of job.

b) **Executive Assistants:** Travel & vehicle arrangement for the concerned Executives, Providing Documentary support, Liaisoning with other department heads for all administrative activities, Maintaining Confidentiality. File management, Co-ordinating meetings of the concerned executives. They will be responsible for arranging the meeting rooms (which includes ensuring the cleanliness, the proper serving of tea and snacks, and arranging other facilities like maintaining calendars, clocks, standards of furniture etc.)

c) **Front Office Assistant:** Attending and transferring Phone calls, Product display as and when required, Maintaining Notice boards, Maintaining Visitors register, call register. Handling courier services, messenger .Responsible for informing all employees about common programs.

All the staffs are required to perform any other additional jobs arises from time to time.

HLL LIFECARE LIMITED
(Government of India Enterprise)
Corporate R&D Centre
Akkulam, Thiruvananthapuram-17

Schedule - B

Page 1 of 3

GENERAL INFORMATION OF THE TENDERER AND MINIMUM ELIGIBILITY DETAILS
(QUESTIONNAIRE)

1. Name & Address of the Tenderer. :
- (a) Telephone No
- (i) Land Phone :.....
- (ii) Mobile Phone. :.....
- (b) Fax No. :.....
- (c) E-mail address :
- (d) Name of contact person with
mobile No. if any :.....
(in case of organization)
- e) Service Tax No: :.....
- f) GSTIN No: :.....

2. Whether individual /proprietary/. :
Partnership firm /Limited Co./Society

If society,

- (a) Whether Regd. Charitable Society/ :
Co-operative Society/Labour Supply Society
- (b) The Act under which Regd. :
- (c) Registration No. & Date :
- (d) Details of governing body (Pl. attach
Attested copies as proof for the above) :
- (e) Details of Financial stability
- (i) Name and address of your Bank :
- (ii) Bank Account : Type :
A /c No. :
- (iii) What is your financial stability (Rs.) :
- (Please enclose copy of audited Annual
Report for the last three years in case of
Societies / firms / Company)

3. In case of individuals :
Details of Financial stability
- (i) Name and address of your Bank :
- (ii) Bank Account : Type :
A /c No. :
- (iii) What is your financial stability (Rs.) :
- (Enclose copy of last three years Income Tax Returns)

4. Are you registered with EPF, ESI? : YES / NO

If YES the code Nos of ; (a) EPF :
 (b) ESI :

Please attach an attested Photocopy of the registration

5. Number & date of license obtained under the provisions of the Contract Labour (R&A) Act 1970 if any. Please attach an attested Photocopy of the license. :

6. Do you have experience in supervising or carrying out works mentioned in Tender Notice or similar works on contract basis. : YES / NO

(If 'YES' give details of Nature of contract work and experience and No. of workers engaged. Also attach the copy of Certificate in proof)

1.....
 2.....
 3.....

7. Are you ready to undertake and carry out the work in the Tender by engaging adequate experienced manpower without fail as per the terms and conditions given in the Tender Notification. : YES / NO

8. On awarding the contract can you

- (i) Engage persons having relevant experience :
- (ii) Ensure that the worker engaged by you are free from contagious diseases :
- (iii) Arrange Medical check up once in a year for them :
- (iv) Prohibit smoking, chewing, eating and drinking in the work area :

9. Do you agree to follow the provisions of all relevant laws in respect of labour, payment of wages, ESI, EPF and Bonus. :

10. Have you read, understood and agree to abide by the terms and conditions of the agreement to be signed by the Tenderer and the Company, once the work is awarded :

DECLARATION

I / WE confirm having read and understood the work requirements, instructions, forms, terms and conditions and all relevant information and requirements (both expressed and implied) regarding the tender Notification No. _____ Date: ____ and agree to abide by all without any deviation from what are stated above and contained therein in the Tender Notification.

Place:
Date:

SIGNATURE
Name & Address of the Tenderer

Seal (in case of society / Organization/Firm)

HLL LIFECARE LIMITED
(A Government of India Enterprise)
Corporate R&D Centre,
AKKULAM, Thiruvananthapuram- 695017

Tender No.: HLL/CRDC/PUR/TENDER/2017-18/01

Date:

INDEMINITY CLAUSE:

The Service Provider shall indemnify, hold and save harmless, and defend, at its own expense, the Employer, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Service Provider, or the Service Provider's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of Employer's liability and Workmen's Compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this clause do not lapse upon termination of this Contract.

The supplier shall have no right to change the conditions stipulated in the supply order.

Bid pronounced Non Responsive by HLL shall be summarily rejected.

The decision of HLL will be final and no correspondence of this shall be entertained.

We have read and understood the above conditions and agree to abide by the same.

PLACE:

NAME AND SIGNATURE OF THE APPLICANT

DATE:

(WITH OFFICE SEAL)

HLL LIFECARE LIMITED
(Government of India Enterprise)
Corporate R&D Centre
Akkulam, Thiruvananthapuram-17

Tender No.: HLL/CRDC/PUR/TENDER/2017-18/01

Date:

CONTRACT STAFF REQUIREMENT

S. No.	Description	Nos.
1	Supervisor	1
2	Housekeeping Staff (1 shift per day)	9
3	Pantry attendant	2
4	<u>Office Support</u>	
a	Front Office Assistant	1
b	Executive Assistant	3
c	Office Assistant	1
5	Animal Handler	1
6	<u>Machine on monthly rentals</u>	
a	Single disk Scrubbing Machine	1
b	Wet and Dry Vaccum cleaner	1
c	High Pressure Jet Machine	1
d	Back pac vaccum cleaner	1
e	Glass cleaning kit with 9mts Telescopic Pole	1

एचएलएल लाइफकेयर लिमिटेड/HLL LIFECARE LIMITED
(भारत सरकार का उद्यम)/(A Government of India Enterprise)

कॉर्पोरेट अनुसंधान एवं विकास केंद्र/Corporate R & D Centre,
आक्कुलम/Akkulam, श्रीकार्यम पी ओ/ Sreekariyam P.O.
तिरुवनंतपुरम/Thiruvananthapuram - 695017
ई मेल/Email: materialscrdc@lifecarehll.com
वेबसाइट/Website: www.lifecarehll.com
दूरभाष /PH: +91 471 277 4700
फैक्स/FAX: +91 471 277 4707



**TENDER DOCUMENTS
(PRICE BID)**

**NOTICE INVITING TENDER
FOR
PROVIDING HOUSE KEEPING AND OFFICE SUPPORT SERVICES
AT
CORPORATE R&D CENTER,
AKKULAM THIRUVANANTHAPURAM**

**Tender No: HLL/CRDC/TENDER/PUR/2017-18/01
Dated: 16.06.2017**

Annexure I

PRICE SCHEDULE

Operation of Housekeeping and Office Support services at Corporate R & D Centre Akkulam					
S. No.	Description	Nos.	Cost Per Month (Rs.)	Service Charges per Month (Lumsum)**	Cost per Annum (Rs.)
1	Supervisor	1			
2	Housekeeping Staff (1 shift per day)	9			
3	Pantry attendant	2			
4	<u>Office Support</u>				
a	Front Office Assistant	1			
b	Executive Assistant	3			
c	Office Assistant	1			
5	Animal Handler	1			
6	<u>Machine on monthly rentals</u>				
a	Single disk Scrubbing Machine	1			
b	Wet and Dry Vaccum cleaner	1			
c	High Pressure Jet Machine	1			
d	Back pac vaccum cleaner	1			
e	Glass cleaning kit with 9mts Telescopic Pole	1			
Total cost Per annum					

*Wages shall be complied with latest central minimum wages Act.

**Any revision to the existing statutory rates and any extension to contract the service charges shall remain constant.

Authorized Signatory of Applicant and Seal

Annexure I

BREAK UP OF COSTING FOR SUPERVISOR/EXEC. ASST./FRONT OFFICE ASST.	
Item	Amount per Month per Person (Rs.)
Minimum Wages including VDA *	
ESI @ 4.75% of Gross wages	
EPF @ 13.36% of Basic and VDA	
Bonus @ Rs.583/- per month	
Insurance as per statutory norms	
Service Charges (Including all Overheads) (Lumsum)**	
Service Tax @ 15%	
Rate per person per month	

*Wages shall be complied with latest central minimum wages Act (Skilled Category).

**Any revision to the existing statutory rates and any extension to contract, the service charge shall remain constant.

BREAK UP OF COSTING FOR OFFICE ASSISTANT & ANIMAL HANDLER	
Item	Amount per Month per Person (Rs.)
Minimum Wages including VDA *	
ESI @ 4.75% of Gross wages	
EPF @ 13.36% of Basic and VDA	
Bonus @ Rs.583/- per month	
Insurance as per statutory norms	
Service Charges (Including all Overheads) (Lumsum)**	
Service Tax @ 15%	
Rate per person per month	

*Wages shall be complied with latest central minimum wages Act (Semi Skilled Category).

**Any revision to the existing statutory rates and any extension to contract, the service charge shall remain constant.

Authorized Signatory of Applicant and Seal

Annexure I

BREAK UP OF COSTING FOR PANTRY ATTENDANT	
Item	Amount per Month per Person (Rs.)
Minimum Wages including VDA *	
ESI @ 4.75% of Gross wages	
EPF @ 13.36% of Basic and VDA	
Bonus @ Rs.583/- per month	
Insurance as per statutory norms	
Service Charges (Including all Overheads) (Lumsum)**	
Service Tax @ 15%	
Rate per person per month	

*Wages shall be complied with latest central minimum wages Act (Unskilled Category).

**Any revision to the existing statutory rates and any extension to contract, the service charge shall remain constant.

BREAK UP OF COSTING FOR HK STAFF	
Item	Amount per Month per Person (Rs.)
Minimum Wages including VDA *	
ESI @ 4.75% of Gross wages	
EPF @ 13.36% of Basic and VDA	
Bonus @ Rs.583/- per month	
Insurance as per statutory norms	
Service Charges (Including all Overheads) (Lumsum)**	
Service Tax @ 15%	
Rate per person per month	

*Wages shall be complied with latest central minimum wages Act (Unskilled Category).

**Any revision to the existing statutory rates and any extension to contract, the service charge shall remain constant.

Authorized Signatory of Applicant and Seal