

**TENDER ENQUIRY DOCUMENT**

For Empanelment of India Based Customs House Agents & Freight Forwarding Agents for Air and Sea shipment for the Retail Business Division of HLL

**HLL/RBD/CHA & FFA-AIR&SEA SHIPMENTS/EMPANELMENT/ 2017-18/01  
DT: 31-12-2017**



**HLL LIFECARE LIMITED  
(A GOVT. OF INDIA ENTERPRISE)  
RETAIL BUSINESS DIVISION  
CORPORATE HEAD OFFICE  
HLL BHAVAN, POOJAPPURA,  
THIRUVANANTHAPURAM - 695 012**

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**Notice Inviting Tender**

**Tender for the Empanelment of India Based Customs House Agents & Freight Forwarding Agents for Air and Sea shipment for the Retail Business Division of HLL**

**Tender Document No : HLL/RBD/CHA & FFA-AIR&SEA SHIPMENTS / EMPANELMENT / 2017-18 /01 DT: 31-12-2017**

**Scope of Work :**

**HLL Lifecare Ltd. (HLL)**, a Government of India Enterprise, invites open Bids for selection of India Based CHA & FFA Agents for air and sea shipments of **medicines, surgicals or equipments** to various countries from different air ports and sea ports of India for a period of one year. The scope of work includes inland transportation from HLL Ware houses to the port of loading and inland transportation at the destination country from the destination port to the warehouses as the case may be. The agents should have the facility for air and sea Shipment by maintaining proper Cold Chain (2 to 8 Degree Celsius), if required.

**Publishing date of bid** : **31<sup>st</sup> December 2017**

**Last date of submission of bid** : **15<sup>th</sup> January 2018 at 15.00 Hours.**

**Address for submission of bid** : Business Manager (RBD),  
Retail Business Division,  
HLL Lifecare Limited  
Free Generic Pharmacy, Near OPD,  
All India Institute of Medical Sciences  
New Delhi-110 029

**Opening of Technical Bid** : **15<sup>th</sup> January 2018 at 15.30 Hours**

**Venue of opening Bids** : HLL Lifecare Limited, Free Generic Pharmacy, All India Institute of Medical Sciences, Ansari Nagar, New Delhi .

Interested applicants can participate in the bid.

For any clarifications on the tender document, the prospective bidders can Contact Mobile No: +91 78349 90707 on any working days during office hours from the date and time of publishing the tender to the last date and time of submission of tender documents or e-mail: [rajeshr@lifecarehll.com](mailto:rajeshr@lifecarehll.com).

## **General Terms & Conditions**

### **Experience**

Bidder must have executed at least 5 (five) orders of similar nature, each having a minimum value of Rs.10.00 lakhs each during preceding 3 (three) years ending 31<sup>st</sup> March 2017. Copy of experience in the form of either shipping bill / Air way Bill or work order must be attached along with bid. Out of 5 orders, minimum 3 orders should be of sea shipment and 2 orders should be of air shipment. The orders executed should be to minimum 3 different countries.

### **Bid Fee**

The bidder shall submit bid fee for an amount of **Rs.1000/- (Rupees One Thousand only)**, Non Refundable, along with their bids. The bid document can be downloaded from the website **www.lifecarehll.com**. The bid fee shall be in the form of DD / Pay Order drawn in favour of "HLL Lifecare Limited" payable at New Delhi. Bids submitted without tender fee will stand rejected. Tender fee will not be accepted in form of cash / cheque / FDR / BG / or any other form except DD and Pay Order.

### **Earnest Money Deposit**

**Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only)** in the form of DD / Pay order drawn on any Nationalized Bank, in favor of "HLL Lifecare Limited " payable at New Delhi is required to be submitted along with the bids. Bids submitted without EMD will stand rejected. EMD will not be accepted in the form of cash / cheque / FDR / BG or any other form except DD or Pay Order.

The EMD shall be returned to the bidder (s) whose bid is not accepted by HLL within 30 days from the date of opening the bid. For the successful bidders, the EMD shall be retained by HLL for a period of one year from the date of order of empanelment and HLL will not pay any interest on the EMD. However, if returning of EMD is delayed, for any reason whatsoever, no interest shall be payable on return of EMD.

### **The EMD shall be forfeited in case:**

- If the bidder withdraws the bid during the period of bid validity specified in the tender.
- If the bidder fails to furnish the acceptance in writing, within 7 days of award of contract/order.
- If the bidder is found to have submitted a forged document in the bid.
- Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall result in forfeiture of the EMD.

### **Period of Validity of Bid**

The bid shall remain valid for a period of one year from the date of order of empanelment.

**Eligibility Criteria**

Bidder should have the following qualifications:

- The Bidder should have valid Pan No. & applicable GST No.;
- Bidder should be India based firm / agency;
- The Bidder should have average annual turnover of at least Rs. 100 lakhs for the last three years ending 31<sup>st</sup> March 2017 and
- Bidder must have executed at least 5 (five) orders: 3 (three) for sea shipment and 2 for air shipment, having a value of minimum Rs.10.00 lakhs each during preceding 3 (three) years ending March 2017. The orders executed should be to minimum 3 different countries.
- Bidder should have their own office or agents at the sea ports and air ports mentioned in the bid from where the consignments are to be shipped

**List of Sea Ports and Air Ports where consignments are to be shipped**

1. International Air Port, New Delhi
2. Delhi Dry Port, New Delhi
3. Mundra Sea Port, Gujarat
4. Kandla Sea Port, Gjarat
5. Nhava Sheva Sea Port, Mumbai
6. International Air Port, Mumbai
7. Ludhiana Dry Port, Punjab

**Submission of Bid**

Bidders are hereby requested to submit their bids in the following format:-

**1. Technical Bid** to be sealed in a separate envelope super scribed as “Technical Bid For Empanelment of Customs House Agents & Freight Forwarding Agents for Air and Sea shipment for the Retail Business Division of HLL”.

**Technical Bid** shall contain the documents as mentioned below:

1. Covering Letter
2. Bid Fee
3. EMD in the form of original DD/bank pay order in favour of HLL Lifecare Ltd. payable at New Delhi.
4. Copies of PAN & applicable GST No.
5. Copies of Balance Sheet, Statement of Profit & Loss or certificate from CA

Certifying the turnover for last three years ending on 31<sup>st</sup> March 2017; All copies to be duly certified by a CA.

6. Copy of the Certificate of Incorporation, Partnership deed / Memorandum and Articles of Association as applicable.
7. Copy of work orders of executed similar work / completion certificates in support of their claims of executing similar work during the preceding three years ending on 31<sup>st</sup> March 2017.
8. Bidder should have their own office or agents at the sea ports and air ports mentioned in the bid from where the consignments are to be operated. Copy of the Member of CHA Association from the Local Chamber of Commerce & Industry is to be attached.
9. Duly Signed and Stamped copy of Complete bid document as a token of acceptance of Terms & Conditions & scope of services etc.
10. Undertaking that bidder is not under a declaration of ineligibles for corrupt and fraudulent practices and has not been blacklisted by any of the Departments/ministries/organization of the Government of India or any State Government or any other Statutory bodies. A duly signed undertaking to this effect should be furnished along with technical bid.
11. Undertaking that, the bidder can handle inland transportation from HLL Ware houses to the port of loading and inland transportation at the destination country from the destination port to the warehouses as the case may be. A duly signed undertaking to this effect should be furnished along with the technical bid.
12. Undertaking that, the bidder should have the facility for air and sea Shipment by maintaining proper Cold Chain (2 to 8 Degree Celsius). A duly signed undertaking to this effect should be furnished along with the technical bid.

**2. Financial Bid:** Financial bids would be invited from the empanelled agents based on the requirement of HLL.

3. The Sealed envelope including the technical bids shall be addressed to Business Manager (RBD), HLL Lifecare Ltd, should reach latest by submission time and at the address mentioned in the Notice Inviting Tender

4. The agents will be empanelled based on the minimum eligibility criteria. The detailed scope of work will be provided along with the financial bid invitation.
5. Details from where the consignments are to be collected and delivered for air/sea shipment shall be intimated at the time of invitation of financial bids. The contract for the particular shipment shall be awarded to the lowest bidder.
6. The empanelment shall be valid for a period of one year from the date of award of empanelment.
7. Duly filled tender with proper seal and signature of authorized person on each page of the bid is to be submitted.
8. The bidders would be responsible for arranging all the necessary clearance / documentations from concerned authorities.
9. If more than one bidder happens to quote the same lowest price, HLL reserves the right to split the order and award the contract to more than one bidder.
10. HLL shall not pay any advance.
11. Late Bid(s): Bid(s) received in HLL after the due date will not be considered by HLL.

### **Rates and Prices**

Separate price bid shall be invited from the empanelled agents and the terms and conditions for quoting the prices will be as below:

The Bidder should thoroughly study the scope of work before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.

The rates quoted should be **inclusive of all statutory duties and taxes including GST** and other charges. Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall result in forfeiture of the EMD.

No additional freight or any other charges, etc, would be payable by HLL.

Price for each entity must be mentioned in total value considering the weight and volume. Bidder should avoid corrections, overwriting, eraser and post script while quoting rates.

The party shall be solely responsible for payment of wages/ salaries and allowances to his personnel that might become applicable under applicable / new act or order of Government.

The Bidders can mention their Contract Terms and Conditions, in their Financial Proposal. However, HLL reserves the right to accept / reject in part / fully any terms and conditions,

without thereby incurring any liability. No representation in this regard will be accepted from the bidder.

**Bid Opening & Evaluation Criteria**

Technical Bids (complete in all respect ) receiving along with demand draft of EMD and Bid Fees will be opened at 15.30 Hrs. on 15<sup>th</sup> January 2018 in the presence of available bidders representative, at HLL Lifecare Limited, Free Generic Pharmacy, All India Institute of Medical Sciences (AIIMS), Ansari Nagar, New Delhi.

The responsive bids will be evaluated on the basis of Techno-commercial parameters listed in Annexure -1. Financial bids of such bidders who are empanelled would be invited at a later stage based on the requirement by HLL.

**Assistance to Bidders:**

In case bidders require any clarifications/ information relating to this tender they may submit the same in writing by **11<sup>th</sup> January 2018 (15.00 hrs)** at the address given above. All clarifications / information etc will be up-loaded on the website [www.lifecarehll.com](http://www.lifecarehll.com) and Central Public Procurement Portal. Hence bidders are requested to follow up these websites regularly. Clarification / request for information etc. from the prospective bidders for this tender shall be entertained upto **11<sup>th</sup> January 2018 (15.00 hrs)** only.

**Amendment of Bidding Document:**

At any time prior to the deadline for submission of bids, HLL may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document. Any amendment in the bidding document, at any time prior to the deadline for submission of bids, shall be uploaded as “corrigendum” on the website [www.lifecarehll.com](http://www.lifecarehll.com) and Central Public Procurement Portal. Such amendments / modifications shall be binding on all the prospective bidders. The decision of HLL, in this regard, shall be final and binding on all bidders.

HLL at its discretion may extend the deadline for the submission of bids if the bid document undergoes changes during the binding period, in order to give prospective bidders time to take into the consideration the amendments while preparing their bids.

HLL reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

HLL reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.



**Penalty for Delayed Services:**

HLL reserves the right to levy penalty in case the scope of work is not executed within the stipulated time period. A Liquidated Damages @ 0.50 % of FOB price of the consignment would be levied for delay of each day subject to the maximum of 10% of total cost of the consignment.

The penalties, if any shall be recovered from the claim filed by successful bidder and from the EMD after supply of medicines and medical equipment.

HLL reserves the right to cancel the order in case the delay is more than 4 weeks.

**Terms of Payment**

The parties can submit their claim after the successful shipment of the consignment from the port of loading and Payment shall be released as follows.

- 60% of the claim within 45 days from the date of submission of bills.
- Balance 40% of the claim after the successful acceptance of the material at the destination as per incoterm.

**Jurisdiction :**

The disputes, legal matters, court matters, if any shall be subject to New Delhi Jurisdiction only.

**Force Majeure:**

HLL may consider relaxing the penalty and delivery requirements, if and to the extent that, the delay in performance or failure to perform its obligation under the contract is the result of a Force Majeure. Force Majeure is defined as an event or effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises.

**Arbitration**

If any dispute (s) or difference (s) of any kind whatsoever arise between the Parties (HLL and Contractor), the Parties hereto shall negotiate with a view to its amicable resolution and settlement through a committee appointed by CMD, HLL.

In the event no amicable resolution or settlement is reached between the parties (HLL and Contractor) within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to and settled by the Sole Arbitrator to be appointed by CMD, HLL.

The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The arbitrator shall be entitled to extend the time of arbitration proceedings with consent of the parties. No part of the agreement shall be suspended on the ground of pending arbitrations proceedings.

The venue of the arbitration shall be New Delhi, India. The fee & other charges of Arbitrator shall be determined by the arbitrator in terms of the Act and shall be shared equally between the parties.

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**Empanelment of India Based Customs House Agents & Freight Forwarding Agents for Air and Sea shipment for the Retail Business Division of HLL**

**TECHNICAL BID**

1.	<b><u>Details of Bidder</u></b>	
	Name	
	Address	
	Address of Office	
	Contact person(s)	
	Name & Design	
	Address	
	Tel. No.	Landline _____ Mobile _____
	Email ID	
2.	Type of Firm: Proprietary / Partnership/ Pvt. Ltd./ Public Ltd./ Cooperative / NGO/ PSU	
3.	PAN NO.	
4.	Applicable GST No.	
5.	Bank A/c Details	
6.	Copy of the Certificate of Incorporation, Partnership deed / Memorandum and Articles of	

HLL Lifecare Limited

	Association as applicable.									
7.	Average Annual Turnover for the last Three years: (Should be more than Rs.100 Lakhs)	<table border="1"> <thead> <tr> <th>Financial Year</th> <th>Annual turnover (Rs. In Lakhs)</th> </tr> </thead> <tbody> <tr> <td>2014-2015</td> <td></td> </tr> <tr> <td>2015-2016</td> <td></td> </tr> <tr> <td>2016-2017</td> <td></td> </tr> </tbody> </table> <p><i>(Please provide copies of documentary evidence i.e. audited balance sheets or statement of Profit &amp; Loss or certificate from CA certifying the turnover for last three years)</i></p>	Financial Year	Annual turnover (Rs. In Lakhs)	2014-2015		2015-2016		2016-2017	
Financial Year	Annual turnover (Rs. In Lakhs)									
2014-2015										
2015-2016										
2016-2017										
8.	<p>Details of executing similar works during preceding 3 (three) years</p> <p>Bidder must have executed at least 3 (three) orders of sea shipment and 2 orders of air shipment, handling and forwarding having a minimum value of Rs.10 lakhs each during preceding 3 (three) years ending 31<sup>st</sup> March 2017. The orders executed must be to minimum 3 counties.</p>	<i>Please provide copies of air way bill or shipping bill or work order of executing similar works / completion certificate issued by client in support of their claims of executing similar works</i>								
9.	Undertaking that bidder is not under a declaration of ineligibles for corrupt and fraudulent practices and has not been blacklisted by any of the Departments/ministries/organization of the Government of India.	A duly signed undertaking to this effect should be furnished along with technical bid.								
10.	Undertaking that, the bidder can handle inland transportation from HLL Ware houses to the port of loading and inland transportation at the destination country from the destination port to the warehouses as the case may be.	A duly signed undertaking to this effect should be furnished along with the technical bid.								

HLL Lifecare Limited

11	Undertaking that, the bidder should have the facility for air and sea Shipment by maintaining proper Cold Chain (2 to 8 Degree Celsius).	A duly signed undertaking to this effect should be furnished along with the technical bid.
12.	Duly Signed and Stamped copy of Complete bid document as a token of acceptance of Terms & Conditions & scope of services etc.	
13.	EMD details	Amount: Rs. 50,000/- (Rupees Fifty Thousand only)  DD No: Dated:  Drawn on
14.	Bid Fee details	Amount: Rs. 1000/- (Rupees One Thousand only)  DD No: Dated:  Drawn on

(Signatures of authorized signatory)

Name.....  
Designation.....

Seal