

एच एल एल लाइफ केयर लिमिटेड HLL LIFECARE LIMITED
भारत सरकार का उद्यम (A GOVT.OF INDIA ENTERPRISE)
पेरूरकडा.पि.ओ. PEROORKADA. P.O, CIN:U25193KL1966GOI002621
तिरुवनंतपुरम-695005 THIRUVANANTHAPURAM-695 005
PHONE NO:0471 - 2437270, 2539329,2435013; EMAIL:
materialsft@lifecarehll.com

e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

Date: 23.03.2021

सुरक्षा सेवाएं प्रदान करने के लिए निविदा दस्तावेज
(तीन वर्षों की अवधि के लिए)

**Tender for Outsourcing of Security Services for Three Years
from 2021 to 2024**

{For a period of three years}

तकनीकी-व्यावसायिकबोली
TECHNO-COMMERCIAL BID

निविदा संख्या: क्रय /08/आर 1/पीक्यू/सुरक्षा सेवाएं/2021-24
e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

एच एल एल लाइफ केयर लिमिटेड HLL LIFECARE LIMITED
भारत सरकार का उद्यम (A GOVT.OF INDIA ENTERPRISE)
पेरूरकडा.पि.ओ. PEROORKADA. P.O, CIN:U25193KL1966GOI002621
तिरुवनंतपुरम-695005 THIRUVANANTHAPURAM-695 005
PHONE NO:0471 - 2437270, 2539329,2435013; EMAIL:
materialspt@lifecarehll.com

e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

Date: 23.03.2021

निविदा नोटिस
TENDER NOTICE

खुली दो बोली प्रणाली (तकनीकी और मूल्य) के तहत सुरक्षा सेवाओं की आउटसोर्सिंग के लिए केरल राज्य के बाहर एचएलएल लाइफकेयर लिमिटेड की विभिन्न यूनिटों में जून 2021 से (या काम के पुरस्कार की तारीख से)तीन वर्षों के लिए निविदाएं आमंत्रित की जाती है:

Tender under open two bid system (Technical and Price) are invited for outsourcing Security Services to various units of HLL Lifecare Limited, outside Kerala State for three years from June 2021(or from the date of award of work).

सी पी पी पी पोर्टल लिंक <https://etenders.gov.in/e procure/app>के माध्यम से मिल सकता है:

CPPP portal can be accessed through link: <https://etenders.gov.in/e procure/app>

निविदाशुल्क के रूप में रु.560/- की आर.टी.जी.एस या एन.ई.एफ.टी(जीएसटी सहित) एच एल एल लाइफकेयर लिमिटेड के नाम पर तिरुवनंतपुरम में देय करके बोलीधारक निविदा में भाग ले सकते हैं।

Bidders can participate in the tender by paying Rs. 560/- by RTGS / NEFT (Inclusive of GST) as Tender Fee in favour of HLL LIFECARE LIMITED payable at Thiruvananthapuram.

दस्तावेज़ में विनिर्देश, अनुमानित मात्रा और अन्य निबंधन एवं शर्तें आदि दी गई हैं।The specification, approximate quantities and other terms and conditions etc. are as given in the document.

निविदा शुल्क जमा करने की अंतिम तारीख और समय:

Last date and time for submission of the Bid: 14.04.2021; 15:00 Hrs

तकनीकी बोली खोलने का दिनांक और समय:

Date and time of opening technical Bid: 15.04.2021; 15.30 Hrs

महाप्रबंधक(क्रय)GENERAL MANAGER (PURCHASE)

एच एल एल लाइफ केयर लिमिटेड **HLL LIFECARE LIMITED**
भारत सरकार का उद्यम (**A GOVT.OF INDIA ENTERPRISE**)
पेरूरकडा.पि.ओ. **PEROORKADA. P.O, CIN:U25193KL1966GOI002621**
तिरुवनंतपुरम-695005 **THIRUVANANTHAPURAM-695 005**
PHONE NO:0471 – 2437270, 2539329,2435013; EMAIL:
materialspt@lifecarehll.com

e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

Date: 23.03.2021

GENERAL INSTRUCTIONS TO BIDDERS

1. This tender is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/e procure/app>.
2. Bid documents including the Bill of Quantities (BOQ) can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-tender shall be uploaded on this website i.e. <https://etenders.gov.in/e procure/app>.
3. The tendering process is done online only at Government e-Procurement portal (URL address: <https://etenders.gov.in/e procure/app>). Aspiring bidders may download and go through the tender document.
4. All bid documents are to be submitted online only and in the designated cover(s) /envelope(s) on the Government e-Procurement website. Tenders/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late tenders will not be accepted.
5. The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and rejected.
6. Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.
7. Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the Tender Enquiry Document.
8. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.
9. Registration: Bidders are required to register in the Government e-procurement portal, obtain ‘Login ID’ & ‘Password’ and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/e procure/app>), by clicking on the link “Online bidder enrolment” on CPP Portal which is free of charge.
 - a) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.

एच एल एल लाइफ केयर लिमिटेड **HLL LIFECARE LIMITED**
भारत सरकार का उद्यम (**A GOVT.OF INDIA ENTERPRISE**)
पेरूरकडा.पि.ओ. **PEROORKADA. P.O, CIN:U25193KL1966GOI002621**
तिरुवनंतपुरम-695005 **THIRUVANANTHAPURAM-695 005**
PHONE NO:0471 – 2437270, 2539329,2435013; EMAIL:
materialspt@lifecarehll.com

e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

Date: 23.03.2021

- b) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- c) They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have Class II or above digital certificate with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/nCode /eMudhra etc.), with their profile.
- e) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- f) The Bidder intending to participate in the bid is required to register in the etenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/ She have to submit the relevant information as asked for about the firm. The bidders, who submit their bids for this tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this tender.
- g) Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- h) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- i) Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this tender.

10. Searching for Tender Documents

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

एच एल एल लाइफ केयर लिमिटेड **HLL LIFECARE LIMITED**
भारत सरकार का उद्यम (**A GOVT.OF INDIA ENTERPRISE**)
पेरूरकडा.पि.ओ. **PEROORKADA. P.O, CIN:U25193KL1966GOI002621**
तिरुवनंतपुरम-695005 **THIRUVANANTHAPURAM-695 005**
PHONE NO:0471 – 2437270, 2539329,2435013; EMAIL:
materialspt@lifecarehll.com

e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

Date: 23.03.2021

11. Preparation of Bids

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

12. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>.

13. Tenderers are required to upload the digitally signed file of scanned documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

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

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

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

एच एल एल लाइफ केयर लिमिटेड HLL LIFECARE LIMITED
भारत सरकार का उद्यम (A GOVT.OF INDIA ENTERPRISE)
पेरूरकडा.पि.ओ. PEROORKADA. P.O, CIN:U25193KL1966GOI002621
तिरुवनंतपुरम-695005 THIRUVANANTHAPURAM-695 005
PHONE NO:0471 – 2437270, 2539329,2435013; EMAIL:
materialspt@lifecarehll.com

e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

Date: 23.03.2021

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

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

15. Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.
16. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Address for communication and place of opening of bids:

GENERAL MANAGER (PURCHASE).

HLL Lifecare Limited,

Peroorkada Factory

Thiruvananthapuram – 695005, Kerala, India

Phn: 0471- 2437270, 2539329, 2435013, 2431037, 2432880

e-mail: materialspt@lifecarehll.com

17. The bids shall be opened online at the **Office of the General Manager (Purchase)** in the presence of the Bidders/their authorized representatives who wish to attend at the above address. If the tender opening date happens to be on a holiday or nonworking day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.
18. More details can be had from the Office of the General Manager (Purchase) during working hours. The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.
19. A firm/bidder shall submit only one bid in the same bidding process. A Bidder (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.
20. Joint ventures or Consortiums of two or more registered bidders are not permitted.
21. Online Tender Process:

The tender process shall consist of the following stages:

- i. Downloading of tender document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>). However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.

एच एल एल लाइफ केयर लिमिटेड **HLL LIFECARE LIMITED**
भारत सरकार का उद्यम (**A GOVT.OF INDIA ENTERPRISE**)
पेरूरकडा.पि.ओ. **PEROORKADA. P.O, CIN:U25193KL1966GOI002621**
तिरुवनंतपुरम-695005 **THIRUVANANTHAPURAM-695 005**
PHONE NO:0471 – 2437270, 2539329,2435013; EMAIL:
materialspt@lifecarehll.com

e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

Date: 23.03.2021

- ii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/e procure/app>) and HLL website (URL address: <http://www.lifecarehll.com/tender>) and shall not be available elsewhere.
- iv. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on Government e-procurement portal. No manual submission of bid is allowed and manual bids or in any other forms other than specified in this tender document shall not be accepted under any circumstances.
- v. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- vi. Opening of Financial Bids: Bids of the technically qualified bidders only shall be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

22. Tender Document Fees:

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

Name of Bank: State Bank of India

A/c number: 0030307535628

IFSC Code: SBIN0004350

Branch name: Commercial Branch, Thycaud, Trivandrum

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

Note: Any transaction charges levied while using any of the above modes of payment has to be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment is effective on the date and time of bid opening.

23. HLL Lifecare Limited does not bind themselves to accept the lowest or any bid or to give any reasons for their decisions which shall be final and binding on the bidders.
24. The HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the tender and bidder shall be bound to perform the same at his quoted rates.
25. In case, it is found during the evaluation or at any time before signing of the contract or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare Limited. Including but not limited to forfeiture of Security Deposit, black listing etc., as deemed fit by HLL Lifecare Limited.
26. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.

एच एल एल लाइफ केयर लिमिटेड HLL LIFECARE LIMITED
भारत सरकार का उद्यम (A GOVT.OF INDIA ENTERPRISE)
पेरूरकडा.पि.ओ. PEROORKADA. P.O, CIN:U25193KL1966GOI002621
तिरुवनंतपुरम-695005 THIRUVANANTHAPURAM-695 005
PHONE NO:0471 – 2437270, 2539329,2435013; EMAIL:
materialsft@lifecarehll.com

e- TENDER NO. PUR/08/R1/PQ/SECURITY OUTSIDE KERALA/2021-24

Date: 23.03.2021

27. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.
28. HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.

29. Submission Process:

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

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