

**EOI FOR THE EMPANELMENT OF  
FACILITY MANAGEMENT AGENCIES AS  
STRATEGIC PARTNERS**



**HLL LIFECARE LIMITED  
Infrastructure Development Division  
“Adarsh” TC 6/1781, Vettamukku,  
Thirumala P.O  
Thiruvananthapuram-695006**

## TABLE OF CONTENTS

Description		Page No.
Basic particulars of empanelment form		2
Disclaimer		3
Schedule of Submission of EOI		4
Tender Notice		5
Definitions		6
Part I	Enquiry Documents and Instruction to Applicants	8-14
Part II	Pro-forma Application Forms	16-17
Part III	Short listing Questionnaire & Annexure	19– 20
	Form- Performance Record	23-23
	Form- Staff Information	24
	Form- Financial Information	25
	Form- Quality and Cost Control	26
	Annexure1 – Financial Situation	27
	Annexure 2 – Pending Litigation	28
Part V	Evaluation Criteria	33
	Initial Filter	33

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## **HLL LIFECARE LIMITED**

### **Invitation for Expression of interest for strategic partnership with HLL Lifecare Limited.**

**TENDER NO. HLL/ID/14/03**

**HLL Lifecare Limited invites Expression of Interest (EOI) from reputed Facility Management companies interested in partnering with HLL in the facility management business.**

**While the EOI responses may contain indicative commercially relevant information, it will not be construed to be a commercial bid. Bidders are advised to carefully review and submit all relevant information with their EOI bids. After appropriate scrutiny, selected EOI bidders will be issued with the Request for Proposal (RFP).**

**The deadline for submission of the EOI bids is 24.01.2014, 15.00 hours. The submission may be made to HLL LIFECARE LIMITED, Infrastructure Development Division, "Adarsh", TC 6/1781, Vettamukku, Thirumala P.O.,Thiruvananthapuram - 695006**

**Deputy Vice President (Tech).**

Basic particulars of empanelment form	
Name and Address of the Organization along with telephone & fax numbers	
Name, designation and address of the contact person relevant to answer any query pertaining to this EOI application along with contact number and e-mail id	
Empanelment application submitted for (Please tick)	<b>Category A</b>
	<b>Category B</b>
	<b>Category C</b>

## **DISCLAIMER**

HLL Lifecare Limited (HLL) has prepared this document to give interested parties background information on the Project. While HLL have taken due care in the preparation of the information contained herein and believe it to be accurate neither HLL Lifecare Limited, nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors gives 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 inquiries and respondents will be required to confirm in writing that they have done so and they do not rely on the information in submitting an EOI. The information is provided on the basis that it is not binding on HLL Lifecare Limited, any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

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

No reimbursement of cost of any type will be paid to persons or entities expressing interest.

## SCHEDULE OF SUBMISSION OF EOI

EVENT	DATE
<b>Sale of EOI document</b>	<b>08.01.2014 – 24.01.2014</b>
<b>Last date for submission of completed EOI document</b>	<b>24.01.2014 at 15.00 hrs</b>
<b>Last date of opening of completed EOI document</b>	<b>24.01.2014 at 15.30 hrs</b>

Applications forms can be purchased, all the queries addressed to and completed Application forms have to be submitted before the date and time of submission at the following address:

**Deputy Vice President(Tech)**  
**HLL Lifecare Limited,**  
**Infrastructure Development Division,**  
**“Adarsh”, T.C 6/1718(1),**  
**Vettamukku, Thirumala PO,**  
**Thiruvananthapuram- 695 006.**  
**Phone - 0471 2365882/873**  
**Fax – 0471 2368144**

**EMPANELMENT OF FACILITY MANAGEMENT AGENCIES AS  
STRATEGIC PARTNERS**

No - HLL/ID/14/03

Applications are invited from reputed Facility Management service providers as strategic partners for providing housekeeping services, operation & maintenance services, security services, horticulture services and guest house management services etc., for hospitals and other facilities located in different parts/places/towns/cities across India for HLL Lifecare Limited. Full details and format for submission of application are available at and can be downloaded from our website: [www.lifecarehll.com](http://www.lifecarehll.com). Those who fulfill the eligibility criteria as per schedule I of the document only need to apply. The existing agencies in the panel are also required to apply afresh for empanelment. Duly completed applications in the prescribed format with required documents etc. should be submitted on or before 24.01.2014.

Eligible firms of repute, having experience in Facility Management Business and interested in partnering with HLL Lifecare Ltd. are hereby invited to submit their "Expression of Interest" (EOI) as per the prescribed proforma to HLL Lifecare Limited, Infrastructure Development Division, "Adarsh", T.C 6/1718(1), Vettamukku, Thirumala PO, Thiruvananthapuram- 695 006 on or before 24.01.2014 in a sealed cover.

The EOI document can also be downloaded from the HLL website "[www.lifecarehll.com](http://www.lifecarehll.com)". The document cost of Rs.1575.00 (Rupees One Thousand five hundred and seventy five only) shall be enclosed along with the application at the time of submission of EOI without which the EOI will be rejected.

DEPUTY VICE PRESIDENT(TECH)

## **DEFINITIONS**

“Applicant” means a reputed facility management company having the required experience and who has downloaded the EOI document and applied for the same.

“Application” means the EOI submitted by an Applicant interested in the Partnering in the prescribed format

“HLL” means HLL Lifecare Limited, having its corporate office at “HLL Bhavan”, Poojappura, Thiruvananthapuram

“EOI” means Expression of Interest



**SHORTLISTING OF APPLICANTS FOR**  
**PARTNERING WITH HLL FOR FACILITY MANAGEMENT BUSINESS**

**Part I –Enquiry Documents and Information for Applicants**

**HLL Lifecare Limited,  
Infrastructure Development Division,  
“Adarsh”, T.C 6/1718(1),  
Vettamukku, Thirumala PO,  
Thiruvananthapuram- 695 006.  
Phone - 0471 2365882/873  
Fax – 0471 2368144**

## Part I: Enquiry Documents and Information for Applicants

### 1. INTRODUCTION

- 1.1 HLL Lifecare Limited is a Government of India Enterprise under the Ministry of Health & Family Welfare (MoHFW), Government of India. HLL, initially a leading contraceptive manufacturer has broadened its base and diversified into healthcare products and service sectors including Infrastructure Development during its phenomenal growth in the last forty years.

The company has been consistently making profit for the last three decades. HLL is now on a fast growth mode and plans to position itself as one of the leading players in the Global Health Care sector addressing various healthcare challenges and fulfilling the healthcare needs of the world in the next five years. Based on the focussed efforts at developing and providing health related products and services of requisite quality in a timely manner, HLL has already earned a pride of place in the realm of public health. HLL was awarded **Mini Ratna** Status during 2006-07 and upgraded as a **Schedule B** Central Public Sector Enterprise in recognition of the company's immense contribution to the healthcare sector. HLL is already doing business in excess of ₹ **1000 Crores** and is planning to cross the ' ₹ **10000 Crores**' mark by the year 2020.

The Infrastructure Development Division of HLL is providing comprehensive solutions in Infrastructure Development especially in the Health Care sector from 2005 onwards. The Division is presently providing services in Design, Engineering and Execution of Construction Projects as Project Management Consultants/ Construction Agency and Facility Management Service provider in Medicare and allied sectors to Government of India, various State Governments, PSUs / Corporations, NRHM etc.

The following are some of the major projects executed by HLL for the above agencies :

1. Upgradation of Medicare facilities including Construction of a Women & Children Block, Oncology Block, Teaching Block, Hostel Complex etc. at JIPMER, Puducherry at a total cost of ₹ 360.00 Cr.
2. Construction of a Medical College & Hospital and dispensaries in Kerala for ESIC at a total cost of more than ₹ 500.00 Cr.
3. Upgradation of Community Health Centres (CHCs) and District Hospitals in Kerala for NRHM, Kerala.
4. Procurement of Medical Equipments, Books & Periodicals for Child Development Centre, Govt. of Kerala.
5. Construction of a New I.P block for Malabar Cancer Centre, Thalassery.
6. A new Hospital Block for AYUSH at Arunachal Pradesh etc.

7. Upgradation of Madurai, Aligarh and Rohtak Medical Colleges under Pradhan Mantri Swasthya Suraksha Yojana (PMSSY) 2<sup>nd</sup> phase at a total cost of ₹ 450.00 Cr. for Ministry of Health & Family Welfare, Govt. of India.
  8. Setting up six AIIMS like institutes at an estimated cost of approximately ₹ 825.00 Cr per Institute for MoHFW.
  9. Construction of Residential & Hostel Complex at AIIMS Rishikesh and AIIMS Patna at a total cost of ₹ 120.00 Cr for MoHFW.
- 1.2 In addition to the above, HLL Lifecare Limited is providing facility management services to some of the above clients. Based on HLL's performance and subsequent demand from clients especially in the Health Care sector to provide facility management services, HLL proposes to diversify into the field of Facility Management Business in a big way. This EOI is published for selection of a reputed and experienced Indian entity fulfilling the necessary eligibility criteria would like to partner with HLL in the Facility Management Business. The partner will be selected based on the EOI applications and further evaluation based on their experience, market standing and technical & financial strength.

Reputable Indian Applicants with experience in Facility Management are invited to submit a detailed Expression of Interest (EOI) for the above Project in the prescribed format.

The party may be asked to present before the HLL management team and further selection shall be based on the above.

## **2 ELIGIBLE APPLICANTS AND ELIGIBILITY CRITERIA**

- 2.1 The applicant should have managed the Facility Management services including Housekeeping Services, Operation & Maintenance services, Security services and Horticulture services in a reputed hospital or any other facility for at least for a period of two years during the last five years.
- 2.2 The applicant should have provided the facility management services to a PSU/ Government establishment/ Government Utilities for a period of at least one year during the last five years

## Schedule-I

Classification of works and contractor	Eligibility Criteria		
	Minimum average turn-over during the two financial years each commencing from 2008-2009 of the company	Completion or experience certificate of two similar works during last 5 years	Completion or experience certificate of one similar work during last 5 years
<b>Category A</b> (Area of commercial buildings, MNCs up to / above 2,00,000 Sq. Ft or minimum 500 bedded multi specialty hospitals)	Rs. 36 Crores	1,00,000 Sq. Ft. & above	2,00,000 Sq. Ft. & above
<b>Category B</b> (Area of commercial buildings up to/above 1,50,000 Sq. Ft or minimum 301 to 450 bedded multi specialty hospitals)	Rs. 18 Crores	75,000 Sq. Ft. & above	1,50,000 Sq. Ft. & above
<b>Category C</b> (Area of commercial buildings up to/above 80,000 Sq. Ft or minimum 150 up to 300 bedded multi specialty hospitals)	Rs. 6 Crores	40,000 Sq. Ft. & above	80,000 Sq. Ft. & above

The applications shall contain the following:

- 1) Attested copy of income tax registration / PAN and Income Tax clearance for the last 3 years
- 2) Attested copy of Service Tax Registration Certificate
- 3) Attested copy of Provident Fund Registration Certificate
- 4) Attested copy of Employees State Insurance Corporation Registration
- 5) Attested copy of Contract Labour (Regulation and Abolition Act) Registration
- 6) Attested copy of sales tax registration
- 7) Attested copy of shops and establishment registration
- 8) Name of the applicants banker with complete address
- 9) Audited Trading, Profit & Loss Account and Balance sheet for the years ending 31.03.2010, 31.03.2011, 31.03.2012 and 31.03.2013
- 10) Any other technical information the applicant wishes to furnish
- 11) Attested copy of Power of Attorney/ authorization letter from company/firm in the name of the person signing the application
- 12) Experience certificates for the works mentioned above
- 13) Certificates of registration with Govt./Semi govt. Municipal authorities etc. (if any)
- 14) Attested copy of list of equipment owned and being used by the applicant at sites

mentioned for qualifying criteria.

- 15) Attested copy of list of technical and administrative personnel present with the organization in the prescribed format.
- 16) All the pages of NIT for EOI signed and sealed by the authorized signatory of the applicant

### **3. CORRUPT OR FRAUDULENT PRACTICES**

3.1 HLL Lifecare Limited requires that Applicants observe the highest standard of ethics during the selection and execution of this contract. In pursuance of this policy, HLL Defines, for the purpose of these provisions, the terms set forth below as follows:

- i. "corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the selection process or in partnership contract execution; and
  - ii. "fraudulent practice" means a misrepresentation of facts in order to influence the selection process or the execution of the partnership contract to the detriment of the Employer, and includes collusive practice among Applicants (prior to or after bid submission) to deprive the Employer of the benefits of free and open competition.
- (b) Will reject a proposal for award of work if it is determined that the Applicant shortlisted has engaged in corrupt or fraudulent practices in competing for the contract in question.
  - (c) Will declare a Applicant ineligible, either indefinitely or for a stated period of time, to be awarded a contract / contracts, if it at any time determines that the Applicant has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.

### **4. AMENDMENT OF PREQUALIFICATION DOCUMENT**

- 4.1 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 EOI Documents by issuing addenda.
- 4.2 An addendum issued under the sub-clause 4.1 shall be part of the EOI Documents and will also be posted at the website of HLL.
- 4.3 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.

### **5 PROCUREMENT & COST OF APPLICATION**

- 5.1 This EOI document can be procured from HLL website [www.lifecarehll.com](http://www.lifecarehll.com) The Applicants will pay a non-refundable amount of **Rs.1575.00 (Rupees One Thousand five hundred and seventy five only)** towards the cost of Application and processing of documents. This amount will be paid through a demand draft in favour of "HLL Lifecare

Limited” payable at Thiruvananthapuram, at the time of purchase of the document. In case the document is downloaded from the website, the demand draft shall be enclosed with the Application at the time of submission, failing which the Application shall be rejected.

- 5.2 The Applicant shall bear all costs associated with the preparation and submission of its Application. HLL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the prequalification process.

## **6 LANGUAGE OF APPLICATION**

- 6.1 The language of the Application as well as the supporting documents shall be English.

## **7 SIGNING OF THE APPLICATION**

- 7.1 The Applicant shall be signed on all the pages by the person duly authorized to sign on behalf of the Applicant.
- 7.2 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 prequalification process and thereafter.

## **8 SEALING OF APPLICATION**

The Application shall be sealed in a single large envelope and submitted on or before the last date and time for submission of the Application as specified in this EOI.

## **9 DEADLINE AND ADDRESS FOR SUBMISSION OF APPLICATIONS**

- 9.1 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 15:00 Hrs on 24<sup>th</sup> January 2014. In respect of Applications received by post or courier, HLL shall not assume any responsibility for any delayed delivery.

- 9.2 The Application should be addressed to
- The Deputy Vice President(Tech),  
Infrastructure Development Division  
HLL Lifecare Limited,  
“Adarsh”, T.C 6/1718(1),  
Vettamukku, Thirumala P.O  
Thiruvananthapuram, 695 006.**

All envelopes shall be titled "**SUBMISSION OF EOI FOR THE EMPANELMENT OF FACILITY MANAGEMENT AGENCIES AS STRATEGIC PARTNERS**" and clearly marked in English with name of the Applicant.

- 9.3 HLL may, at its discretion, extend the deadline for the submission of Applications, 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.

## **10 LATE APPLICATIONS**

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

## **11 CLARIFICATIONS OF APPLICATION**

- 11.1 The Applicants shall be evaluated on the basis of the Application and the supporting documents submitted by them. HLL shall not be under any obligation to seek any further information or clarifications.
- 11.2 Without prejudice to Clause 11.1 above, in order to assist in the evaluation of Applications, HLL may, at its sole discretion, ask any Applicant for any clarification on its Application which shall be submitted within a stated reasonable period of time. Any request for clarification and all clarifications shall be in writing.
- 11.3 If an Applicant does not provide clarifications requested by the date and time set in HLL's request for clarification, its Application is liable to be rejected.
- 11.4 It is clarified that Applicants shall not be required to submit on their own, additional information or material subsequent to the date of submission and such material if submitted shall be disregarded. It is therefore essential to ensure that all questions are answered fully on the proforma or otherwise. The pages of the EOI document and annexures and additional information if any submitted shall be numbered sequentially and signed. General responses such as "included in brochure" without specific item reference and information without summaries are unlikely to achieve a high assessment.

## **12 RESPONSIVENESS OF APPLICANTS**

- 12.1 An Application, which is not responsive to the requirements of the prequalification documents and more particularly the Applications, which do not pass the initial filter shall be rejected forthwith.
- 12.2 Applicants should note that this EOI Enquiry and Questionnaire is intended to provide preliminary information. The information contained herein shall not in anyway be construed as binding on HLL, its agents, successors or assignees.
- 12.3 Applicants are advised that selection of Business Partner shall be entirely at the discretion of HLL. Applicants shall be deemed to have understood and agreed that no explanation or justification of any aspect of the EOI process shall be given either by HLL and that the results of the EOI process shall be without any right of appeal to the Applicants whatsoever.
- 12.4 All documents and other information submitted by an Applicant to HLL shall become the property of HLL. Applicants are to treat all information as strictly confidential. HLL will not return any EOI document submitted to it by the Applicants.

12.5 HLL shall notify successful pre-qualified Applicants. It will not entertain any query or clarification from Applicant(s) who are not short-listed in the EOI process.

### **13 WITHDRAWAL OF APPLICATIONS**

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

13.2 An Applicant may withdraw its Application 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.

13.3 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".

### **14 RIGHT TO ACCEPT/REJECT ANY OR ALL APPLICATIONS**

14.1 HLL reserves the right to accept or reject any or all Applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

14.2 Applicants should attach clearly marked and referenced continuation sheets in the event that the space provided in the EOI Document, Questionnaire or Annexure is insufficient.

14.3 In responding to the EOI Application, Applicants should demonstrate their capabilities, by providing material based on their experience, past performance, their personnel and financial resources

It is expressly clarified that before submitting the EOI, the Applicant must have examined carefully the contents of all the documents and any failure to comply with any of the requirement of EOI document will be at the Applicant's risk.

14.4 HLL shall not be liable for any mistake or error or neglect by the Applicant in respect of the above.

### **15 VALIDITY OF APPLICATIONS**

15.1 Application shall be valid for a period of 120 days from the last date of submission of Applications.

15.2 HLL retains 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. The Applicant not submitting the letter of extension of the validity period at that time shall not be further considered.



**SHORTLISTING OF APPLICANTS**

**FOR**

**PARTNERING WITH HLL FOR FACILITY MANAGEMENT BUSINESS**

**Part II – PROFORMA APPLICATION FORMS**

**HLL Lifecare Limited,  
Infrastructure Development Division,  
“Adarsh”, T.C 6/1718(1),  
Vettamukku, Thirumala PO,  
Thiruvananthapuram- 695 006.  
Phone - 0471 2365882/873  
Fax – 0471 2368144**

## PRO-FORMA LETTER OF APPLICATION (on Firm's Letter Head)

The Deputy Vice President(Tech),  
Infrastructure Development Division,  
HLL Lifecare Limited,  
"Adarsh", T.C 6/1718(1),  
Vettamukku, Thirumala PO,  
Thiruvananthapuram- 695 006

(Applicant to provide date and reference)

Dear Sir,

### APPLICATION FOR PRE-QUALIFICATION

#### **SELECTION OF PARTNER FOR FACILITY MANAGEMENT BUSINESS**

We, the undersigned, apply to be pre-qualified for the referenced contract and declare the following:

- (a) We are duly authorized to represent and act on behalf of \_\_\_\_\_ (hereinafter the "Applicant")
- (b) We certify that all statements made and information supplied in enclosed questionnaire Forms "1 to 5" and annexures "1 to 2" are true and correct.
- (c) We certify that we have submitted all information and details necessary for this EOI document and have no further pertinent information to submit.
- (d) We have examined and have no reservations to the EOI Document including Addenda No(s) \_\_\_\_\_.
- (e) We, for any part of the contract resulting from this pre-qualification, do not have any conflict of interest
- (f) We are attaching with this letter, the copies of original documents defining: -
  - i) the Applicant's legal status;
  - ii) its principal place of business; and
  - iii) its place of incorporation (if Applicants are corporations); or its place of registration (if Applicants are partnerships or individually owned firms).
- (g) We further declare that we have not engaged any agent or middleman for this short listing process or the tenders arising from it. We have not paid / will not be paying any commissions, gratuities or fees with respect to the EOI process.
- (h) HLL and/or its authorised representatives are hereby authorised to conduct any inquiries or investigations to verify the statements, documents and information submitted in

connection with this Application, and to seek clarification from our bankers and clients. This Letter of Application will also serve as authorisation for any individual or authorised representative of any institution referred to in the supporting information, to provide such information deemed necessary and as requested by HLL.

- (i) HLL and/or its authorised representatives may contact the following nodal persons for further information on any aspects of the Application:

Contact 1	Name Address	Telephone 1	E Mail
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- (j) This Application is made in the full understanding that:
  - i) Applications by short-listed Applicants will be subject to verification of all information submitted for prequalification;
  - ii) HLL reserves the right to:
    - Reject or accept any or all Applications, cancel the prequalification process without any obligation to inform the Applicant about the grounds of same;
- (k) The undersigned declare that the statements made and the information provided in the duly completed Application are complete, true, and correct in every detail. We also understand that in the event of any information furnished by us being found later on to be incorrect or any material information having been suppressed, the following action can be taken:
  - i. Our name shall not be considered in the short-listing process
  - ii. Any offer submitted by us on the basis of short-listing may not be considered.

If any offer from us is accepted and a partnership deed/ agreement is entered with us on the basis of our short-listing, such acceptance may be withdrawn and the contract awarded to us cancelled with out any financial claim / Arbitration request from our side.

**NAME**.....

**In the Capacity of** .....

**Signed** .....

**Duly authorized to sign the Application for and on behalf of** .....

**Date** .....

**SHORTLISTING OF APPLICANTS**

**FOR**

**EMPANELMENT OF FACILITY MANAGEMENT AGENCIES AS STRATEGIC  
PARTNERS**

**Part III – SELECTION QUESTIONNAIRE & ANNEXURE**

**HLL Lifecare Limited,  
Infrastructure Development Division,  
“Adarsh”, T.C 6/1718(1),  
Vettamukku, Thirumala PO,  
Thiruvananthapuram- 695 006.  
Phone - 0471 2365882/873  
Fax – 0471 2368144**

### Part III - SELECTION QUESTIONNAIRE

**Notes:**

1. Each page of the Questionnaire and contents of forms shall be signed by the Applicant.
2. This entire Questionnaire forms shall be completed in all respects.
3. Answers to the questions relating to the various forms shall be incorporated in the respective forms only (i.e. form 2 (replies to questions 2.1 to 2.3) will be included in the contents of form 2).
4. In the box 

Y	N
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 'Y' denote Yes and 'N' denote No. Please tick-mark whichever is applicable.
5. The pages of the EOI Document submitted shall be numbered sequentially and the page number of each answer should be noted against the respective item below
6. Any explanation or additional information to a question in a form shall be given on separate sheets, which are to be clearly referred to as being in response to the relevant question of a form and the reference of the same shall be indicated in the form also against the relevant question.

**FORM 1- ORGANIZATIONAL INFORMATION**

1.1	Project for which EOI is called: <b>EOI for the empanelment of facility management agencies as strategic partners.</b>								
1.2	State the structure of the Applicant's organisation (Applicants to complete / delete as appropriate) Individual company or Partnership firm Joint Venture .....								
1.3	Provide the following: Name of Company or firm: ..... Legal status: (e.g. incorporated private company, unincorporated business, etc.) ..... Registered address: ..... Year of Incorporation..... Principal place of business: ..... Contact person: ..... Contact person's title: ..... Address, telephone, facsimile number and e-mail ID of contact person: ..... ..... .....								
1.4	Date of incorporation of organisation. Names and titles of Directors or partners. a) Has the company or firm or any partner of the group ever failed to perform/ execute any work awarded or has been levied liquidated damage for delay in completion of work? If Yes give explanation. <table border="1" data-bbox="1279 1392 1385 1446"><tr><td>Y</td><td>N</td></tr></table> b) Has the firm or company or any partner of the group been debarred/ blacklisted by any Government Department / PSU. If Yes give explanation. <table border="1" data-bbox="1289 1535 1398 1589"><tr><td>Y</td><td>N</td></tr></table> c) Has the firm has ever been convicted by a court of law or is there any pending litigation? If Yes give explanation (Annexure 5 for Pending Litigation). <table border="1" data-bbox="1289 1629 1398 1684"><tr><td>Y</td><td>N</td></tr></table> d) Has the applicant ever required to suspend any project/ service for a period of more than 6 months continuously after commencement? If Yes give explanation. <table border="1" data-bbox="1279 1755 1388 1810"><tr><td>Y</td><td>N</td></tr></table>	Y	N	Y	N	Y	N	Y	N
Y	N								
Y	N								
Y	N								
Y	N								

## LETTER OF TRANSMITTAL

From:

To  
Deputy Vice President (Technical)  
HLL Lifecare Limited,  
Infrastructure Development Division,  
“ADARSH”, T.C 6/1718,  
Vettamukku, Thirumala PO,  
Thiruvananthapuram- 695 006.  
Phone - 0471 2365872 Fax – 0471-2368144

*Subject: Submission of EOI for Providing Facility Management Services for hospitals and other facilities located in different parts/places/towns/cities across India for HLL Lifecare Limited*

Sir,

Having examined the details given in the Tender press notice and Qualification documents for the above work, I/we hereby submit the qualification document and other relevant information.

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 pre-qualification and have no further pertinent information to supply.
3. I/We authorize HLL Lifecare Limited to approach the Bank issuing the solvency certificate to confirm the correctness thereof. I/We also authorize HLL Lifecare Limited to approach individuals, employers, firms and corporation to verify out competence and general reputation
4. I/We hereby certify that the price quoted are firm for the contract period of one year and will not vary for the above work.

Name of work

Certificate from

Enclosures.

Seal of applicant

**FORM 2: PERFORMANCE RECORD IN THE LAST FIVE YEARS**

**2.1 State the number of years the Applicant has been undertaking work similar in scope and nature to the works for which EOI is sought. If the applicant has got experience in facility management services in hospitals, the proof for the same may be provided.**

**FORM 'B'**

**DETAILS OF FACILITY MANAGEMENT SERVICES EXECUTED DURING THE LAST FIVE YEARS ENDING LAST DAY OF THE MONTH OF DECEMBER 2013**

Sl. No	Name of work/ and location	Owner or sponsor	Type of Activity **	Area in Sft.	Total Charges per annum	Date of commencement as per contract and duration of the contract executed	Whether performance report attached on behalf of Client in form D	Litigation /arbitration pending / in progress with details*	Name and address /telephone number may be made	Remarks

\* Indicate gross amount claimed and amount awarded by the Arbitrator.

\*\* Indicate whether service provided for Hospital/ Residential Building/ IT or Industrial Building/ Commercial Establishment.

Signature of Applicant



2.2 (b). **Work in Hand.** Applicants should indicate, in the form below, details of contract / commitment of facility management business which is in hand or anticipated to be in hand as on **24.01.2014.**

**FORM 'C'**

**CONTRACTS UNDER EXECUTION OR AWARDED**

Sl. No	Name of work/ and location	Owner or sponsor	Type of Activity **	Area in Sft.	Total Charges per annum	Date of Commencement as per contract and duration of the contract executed	Whether performance report attached on behalf of Client in form D	Litigation / arbitration pending /in progress with details*	Name and address / telephone number of officer to whom reference may be made	Remarks

\*Indicate gross amount claimed and amount awarded by the Arbitrator.

\*\*Indicate whether service provided for Hospital/ Residential Building/ IT or Industrial Building/ Commercial Establishment

**FORM 3 STAFF INFORMATION**

**3.1 Staff:** Applicants should indicate the number of staff employed (total and at specified offices). Specify number of managerial, technical and supervisory staff utilised for Technical/ Engineering services separately as per format given below. This information should be only in respect of regular employees with the Applicant who are having experience in the facility management services detailed in this EOI for more than six months.

**FORM 'E-1'**

**DETAILS OF TECHNICAL & ADMINISTRATIVE PERSONNEL TO BE EMPLOYED  
FOR THE WORK (Does not include the unskilled labour)**

S.	Designation	Number available for this work	Names	Qualification	Professional experience and details of work carried out	Responsibility	Remarks
1	2	3	4	5	6	7	8

Signature of Applicant

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## FORM 4- FINANCIAL INFORMATION

4.1	Have you in <b>Form 4</b> enclosed documents, including Banking Reference, to demonstrate that you have access to, or have available, liquid assets, lines of credit and other financial means sufficient to meet the required cash flow, after meeting your commitments for other contracts and other liabilities.
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Financial information to be provided as per the format attached as Annexure 1:

**FORM 5- QUALITY AND COST CONTROL INFORMATION**

5.1	<p>Quality Assurance Program:</p> <table border="1"> <tr> <td data-bbox="289 407 862 499">Do Applicants currently maintain an In-house Quality Assurance Programme?</td> <td data-bbox="862 407 1005 499">YES/NO</td> <td data-bbox="1005 407 1304 499">Page No. _____</td> </tr> <tr> <td data-bbox="289 499 862 554">If yes, give details.</td> <td data-bbox="862 499 1005 554">YES/NO</td> <td data-bbox="1005 499 1304 554">Page No. _____</td> </tr> <tr> <td data-bbox="289 554 862 609">Are you ISO 9001 certified?</td> <td data-bbox="862 554 1005 609">YES/NO</td> <td data-bbox="1005 554 1304 609">Page No. _____</td> </tr> <tr> <td data-bbox="289 609 862 663">If yes, give details.</td> <td data-bbox="862 609 1005 663">YES/NO</td> <td data-bbox="1005 609 1304 663">Page No. _____</td> </tr> <tr> <td data-bbox="289 663 862 718">Do you have any other quality certification?</td> <td data-bbox="862 663 1005 718">YES/NO</td> <td data-bbox="1005 663 1304 718">Page No. _____</td> </tr> </table>	Do Applicants currently maintain an In-house Quality Assurance Programme?	YES/NO	Page No. _____	If yes, give details.	YES/NO	Page No. _____	Are you ISO 9001 certified?	YES/NO	Page No. _____	If yes, give details.	YES/NO	Page No. _____	Do you have any other quality certification?	YES/NO	Page No. _____
Do Applicants currently maintain an In-house Quality Assurance Programme?	YES/NO	Page No. _____														
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Are you ISO 9001 certified?	YES/NO	Page No. _____														
If yes, give details.	YES/NO	Page No. _____														
Do you have any other quality certification?	YES/NO	Page No. _____														
5.2	<ul style="list-style-type: none"> <li>Do you have cost control mechanism in your organisation? If yes, give details.</li> </ul>															

**Financial Situation****FORM 'A'****FINANCIAL INFORMATION**

- I. Financial Analysis – Details to be furnished duly supported by figures in balance sheet/profit & loss account for the last five years duly certified by the Chartered Accountant. (Copies to be attached).

## A. Gross Annual turn over:

2008-09	2009-10	2010-11	2011-12	2012-13	Average Annual Turnover

## B. Profit/ Loss:

Profit/Loss for the year	2008-09	2009-10	2010-11	2011-12	2012-13

- II. The following certificates are enclosed:
1. PAN & Service Tax Registration copies
  2. Solvency Certificate from Applicants Bankers

Signature of Chartered Accountant with Seal

Signature of Applicant

Applicant’s legal name ..... Date.....

Page ..... of ..... pages

**Applicant must fill in this form**

Pending Litigation		
<p> <input type="checkbox"/> <b>No</b> pending <input type="checkbox"/> <b>litigation</b>  <input type="checkbox"/> <b>Pending Litigation in terms of arbitration, litigation etc. is indicated</b> <input type="checkbox"/> <b>below</b> </p>		
<i>Year</i>	<b>Matter in Dispute</b>	<b>Value of Pending Claim in INR equivalent</b>
	Matter in Dispute	
	Matter in Dispute	
	Matter in Dispute	

**FORM 'D'**

**PERFORMANCE REPORT OF WORKS REFERRED TO IN FORM "B" & "C"**

1. Name of work /Project & Location.
2. Agreement No.
3. Estimated Cost.
4. Tendered Cost
5. Date of start
6. Date of completion
  - (i) Stipulated date of completion
  - (ii) Actual date of completion
7. Amount of compensation levied for delayed completion, if any
8. Amount of reduced rate items, if any.
9. Performance Report

1) Quality of work	Very Good/Good/Fair/Poor
2) Financial soundness	Very Good/Good/Fair/Poor
3) Technical Proficiency	Very Good/Good/Fair/Poor
4) Resourcefulness	Very Good/Good/Fair/Poor
5) General behavior	Very Good/Good/Fair/Poor

Dated:  
**representative of Client**

**Authorized**

## FORM 'E'

### STRUCTURE & ORGANIZATION

1. Name & Address of the applicant
2. Telephone No./Fax No.
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 Government bodies (attach attested photocopy).

Organization/ Place of registration  
No.

Registration

- 1.
- 2.
- 3.

5. Names and Titles of Directors & Officers with designation to be concerned with this work.
6. Designation of individuals authorized to act for the organization.
7. 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 reasons of suspension of work.
8. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
9. Has the applicant or any constituent partner in case of partnership firm, even been debarred/black listed for tendering in any organization at any time? If so, give details.
10. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so, give details.
11. Has the applicant any valid VAT/Works Contract Tax registration with the Sales Tax Department?
12. Any other information considered necessary by not included above.

Signature of Applicant



**SHORTLISTING OF APPLICANTS**

**FOR**

**EMPANELMENT OF FACILITY MANAGEMENT AGENCIES AS STRATEGIC PARTNERS**

**Part V - PRE-QUALIFICATION EVALUATION CRITERIA**

**HLL Lifecare Limited,  
Infrastructure Development Division,  
“Adarsh”, T.C 6/1718(1),  
Vettamukku, Thirumala PO,  
Thiruvananthapuram- 695 006.**

**Phone - 0471 2368144  
TeleFax – 0471 2368144**

## Part V -EVALUATION CRITERIA

### 5.1 INTRODUCTION

This Part V, Evaluation Criteria contains the initial filters and broad criteria based on which the applicants shall be evaluated.

#### 5.1.1 INITIAL FILTER

##### INITIAL FILTER OF APPLICANTS – CHECKLIST

Name of Applicant: .....

No.	Criteria	Yes	No
1	<b>Has the Applicant abandoned any work in the last five years or has it been blacklisted by any Government department / PSU or have any of its contracts terminated for failure to perform?</b>		
2	<b>Has the Applicant involved in more than one litigation in the last five years?</b>		
3	<b>Has any misleading information been given in the Application?</b>		
4	<b>Has the Applicant suffered bankruptcy / insolvency in the last five years?</b>		
5	<b>Is the Applicant not having the required turnover for the work?</b>		
6	<b>Has the Applicant not submitted the details of experience for facility management services in as per the eligibility criteria?</b>		

**Note:** A “YES” answer to any of the questions will disqualify the Applicant.

The Applicants who do not pass the initial filter test shall not be evaluated further.

### 5.3 EVALUATION CRITERIA

Applicants who pass the Initial Filter Test will be evaluated further based on their financial standing, technical and organizational capability and past experience and track record. The Applicants are required to submit all the necessary details including certificates from the client agencies in support of their application.

The applicants shortlisted based on this EOI shall be asked to make a presentation as detailed in **clause 1.3 in Part I** of this EOI document.

### EVALUATION CRITERIA OF EOI

The applicants will be evaluated in the following manner:

- i. The initial criteria prescribed in respect of experience of similar class of works completed, bidding capacity and financial turn over etc. will first be scrutinized and the applicant's eligibility for qualification for the work be determined.
- ii. The applicants qualifying the initial criteria as set will be evaluated for following criteria by scoring method on the basis of details furnished by them.

Financial strength (Form 'A')	Maximum 20 Marks
Experience in similar nature of work during the last five years (Form 'B')	Maximum 35 Marks
Performance of works (Form 'D')	Maximum 35 Marks
Personnel and Establishment (Forms "E" & "E-I")	Maximum 10 Marks
Total	100 Marks

To qualify, the applicant must secure at least fifty percent marks in each criteria and sixty percent marks in aggregate.

HLL, however, reserves the right to restrict the list of qualified applicants to any number deemed suitable by it. 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.

All applicants who qualified based on evaluation criteria shall be empanelled with HLL Lifecare Limited and shall be considered technically qualified for carrying out Facility Management works on need basis.