

एचएलएल लाइफ़केयर लिमिटेड HLL LIFECARE LIMITED  
(भारत सरकार का उद्यम) (AGOV. OF INDIA ENTERPRISE)  
पेरूरकडा पी.ओ. PEROORKADA. P.O,  
तिरुवनन्तपुरम THIRUVANANTHAPURAM-695 005  
PHONE NO:04712435325; FAXNO:04712435013; EMAIL:  
[materialspft@lifecarehll.com](mailto:materialspft@lifecarehll.com)

**TENDER NO. PUR/08/R1/PQ/HOUSKEEPING/25-27**

**Date: 18.02.2025**

एचएलएल लाइफ़केयर लिमिटेड तिरुवनन्तपुरम के पेरूरकडा फैक्टरी और बलरामपुरम  
पैकेजिंग सुविधा के गृह व्यवस्था सेवाएं उपलब्ध करना

**PROVIDING HOUSEKEEPING SERVICES AT PEROORKADA FACTORY  
AND PACKAGING FACILITY, BALARAMAPURAM OF  
HLL LIFECARE LIMITED, THIRUVANANTHAPURAM**

**तकनीकी- वाणिज्य बोली  
TECHNO-COMMERCIAL BID**

निविदा सं. क्रय/ 08/आर1/पीक्यू/ गृह व्यवस्था/2025-27  
**TENDER NO. PUR/08/R1/PQ/House Keeping/2025-27**

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## निविदा सूचना TENDER NOTICE

तिरुवनन्तपुरम के एचएलएल लाइफकेयर लिमिटेड , पेरूरकडा फैक्ट्री और बालरामपुरम पैकेजिंग सुविधा में गृह व्यवस्था सेवाएं उपलब्ध करने के लिए खुली दो बोली प्रणाली (तकनीकी और मूल्य) के तहत अप्रैल 2025 से मार्च 2027 तक दो वर्ष के लिए निविदाएं आमंत्रित की जाती हैं।

Tender, under open, two bid system (Technical and Price) are invited **for providing Housekeeping services at Peroorkada factory and Packaging facility, Balaramapuram of Hll lifecare limited, Thiruvananthapuram** for two years from April 2025 to March 2027.

सीपीपीपी पोर्टल लिंक <https://etenders.gov.in/eprocure/app> के माध्यम से मिल सकता है।  
CPPP portal can be accessed through the link  
**<https://etenders.gov.in/eprocure/app>**

निविदा शुल्क के रूप में रु.560/- की (जी एस टी सहित) और रु.2,00,000/- ई एम डी एचएलएल लाइफकेयर लिमिटेड के नाम पर तिरुवनन्तपुरम में देय करके बोलीधारक निविदा में भाग ले सकते हैं।

Bidders can participate in the tender by paying Rs. 560/- (Inclusive of GST) as Tender Fee and EMD amount of Rs.2,00,000/-Pin favour of HLL LIFECARE LIMITED by RTGS/NEFT

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 given in the document.

निविदा शुल्क जमा करने की अंतिम तारीख और समय :

Last date and time for submission of bid : **.10.03.2025 15.00 Hrs**

तकनीकी बोली खोलने का दिनांक और समय :

Date and time of opening technical bid : **11.03.2025 15.30 Hrs**

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**बोलीधारकों को विनिर्देश**

**Instruction to Bidders.**

1. कृपया बोली देने से पहले बोलीदाता सहायता दस्तावेज़ देखें।  
Please go through the bidders help document before proceeding for bidding
2. विस्तृत स्टेप स्टेप -ट्यूटोरियल वीडियो / मैनुअल, अक्सर पूछे जाने वाले प्रश्न आदि पोर्टल में उपलब्ध हैं।  
Detailed step-step tutorial video/manual, Frequently asked Questions are available in the portal.
3. कृपया बोली देने से पहले यह सुनिश्चित करें कि सभी आवश्यक शर्तें यथावत् हैं।  
Please ensure that all pre requisites are in place before starting for bidding.

**ईडी (वाणिज्य & बीओ)i/c  
ED (COMMERCIAL & BO)i/c**

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### DISCLAIMER

HLL Lifecare Limited (HLL), Trivandrum has prepared this document to give interested parties background information on the Proposed Services. While HLL Lifecare Limited have taken due care in the preparation of the information contained herein and believe it to be accurate, HLL Lifecare Ltd, any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

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

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

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### NOTICE INVITING TENDER

1. Tender is invited from reputed applicants/bidders/firms/Individuals/charitable society registered under charitable society act for Providing Housekeeping services at Manufacturing facility, Peroorkada and packaging unit, Balaramapuram of HLL Lifecare Limited, Thiruvananthapuram.
2. Intending applicants should inspect the buildings and make judicious assessment of the extent of services to be provided.
3. The tender documents can be downloaded from the Central Public Procurement Portal and the cost of tender document of inclusive of GST is Rs. 560/- (Rupees five hundred and sixty only) shall be submitted by RTGS ,failure of which the tender will be rejected.
4. Tender documents, which should be uploaded in envelopes, as prescribed Information & Instructions to Applicants before the stipulated time given in the Tender Notice.
6. The scope of work/service shall be as detailed in **Schedule B**
7. The eligibility criteria for qualifying for the tendering process is as detailed in **Schedule A** and Information & Instructions for Applicants.
8. Earnest Money Deposit of Rs.2 lakhs in the form of a RTGS/NEFT of a scheduled bank issued in favour of HLL Lifecare Limited, Thiruvananthapuram,
9. The applicant shall be required to deposit an amount of Rs 5 Lakhs as Security Deposit in the form of an irrevocable guarantee bond of any scheduled bank or State Bank of India in accordance with the form prescribed within 20 days of issue of letter of acceptance.
10. 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/services. 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/service to be done, local conditions and other factors having a bearing on the execution of the work/service.
11. 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.

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12. The tender for the work/service 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, then the HLL shall, without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money as aforesaid.

13. 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 20 days from such date, formally sign the agreement consisting of:-

- The Notice Inviting Tender, Tender documents including scope of work/service, and other documents if any as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.
- Agreement signed on a non-judicial stamp paper. The Performa for the same will be given along with the Letter of acceptance.

HLL Lifecare Limited invites tender for the following work/service:

Name of work/service	Resources to be provided	Document Cost	Earnest money deposit (EMD)
The scope of work/service includes: Housekeeping Services at :  1) Peroorkada Factory Thiruvananthapuram  2) Balaramapuram Depot, Thiruvananthapuram	a.Manpower: 66 Nos. Including Supervisors  b.Consumables: Housekeeping Consumables and Amenities.  c.Equipment and chemicals for house keeping services	Rs.560/-	2,00,000

**MSME units Registered with UDHYOG ADHAAR/UDYAM shall provide their valid registration certificates and units under micro and small category will**

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**beexempted from tender fee and EMD amount subject to verification of the registration certificates.**

**Start-up units interested in availing exemption from payment of tender fee & EMD shall submit a valid copy of Registration Certificate from Department of Industrial Policy & Promotion on or before due date as per tender notice. But the party has to provide security deposit if Tender is awarded to them.**

**Other details :**

Last Date and time of submission : 10.03.2025 15.00 Hrs  
Date and time of opening : 11.03.2025 15.30Hrs

**ED(COMMERCIAL & BO)i/c  
HLL Lifecare Limited**

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### GENERAL INSTRUCTIONS TO BIDDERS

1. This tender is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/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/eprocure/app>.
3. The tendering process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/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 eProcurement 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



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9. in accordance with the requirements and submitting their bids online on the Government Procurement Portal.

**8.1 Registration**

- a) 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/eprocure/app>), by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- c) 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.
- d) 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.
- e) 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.
- f) 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.
- g) The Bidder intending to participate in the bid is required to register in the e-tenders 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.
- h) Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.

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- i) 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.
- j) 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.

### 8.2 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.

### 8.3 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.

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- 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.
9. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
10. 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.
11. 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
- Email 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
12. 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.

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13. 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:

**ED(COMMERCIAL & BO)i/c**

HLL Lifecare Limited,

Peroorkada Factory

Thiruvananthapuram – 695005, Kerala, India

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

E-mail: [materialspft@lifecarehll.com](mailto:materialspft@lifecarehll.com)/[materialsnt@gmail.com](mailto:materialsnt@gmail.com)

14. The bids shall be opened online at the Office of the ED(COMMERCIAL & BO)i/c 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 non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.

15. More details can be had from the Office of the ED(COMMERCIAL & BO)i/c 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.

16. 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.

17. Joint ventures or Consortiums of two or more registered bidders are not permitted.

18. 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.

एचएलएल लाइफ़केयर लिमिटेड HLL LIFECARE LIMITED  
(भारत सरकार का उद्यम)(AGOV.T.OF INDIA ENTERPRISE)  
पेरूरकडा पी.ओ. PEROORKADA. P.O,  
तिरुवनन्तपुरम THIRUVANANTHAPURAM-695 005  
PHONE NO:04712435325;FAXNO:04712435013; EMAIL:  
[materialspt@lifecarehll.com](mailto:materialspt@lifecarehll.com)

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- ii. Pre-bid meeting: Not Applicable for this tender
- iii. Publishing of Corrigendum: All corrigenda shall be published on Government eprocurement 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 eprocurement portal. No manual submission of bid is allowed and manual bids 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 qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

#### 19.Tender Document Fees and Bid Security(EMD)

Tender fee (Non-refundable) as per the tender conditions shall be paid separately, thru 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, Thiruvananthapuram

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

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PHONE NO:04712435325;FAXNO:04712435013; EMAIL:  
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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.

20. 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.

21. 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.

22. 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 EMD, Security Deposit, black listing etc., as deemed fit by HLL Lifecare Limited.

23. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected out rightly and decision of HLL Lifecare Limited. in this regard shall be final and binding.

24. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.

25. 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.

26. 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/eprocure/app>) along with tender document fees, and EMD.

**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.**