

**NOTICE INVITING e-Tender**  
FOR  
APPOINTMENT OF AGENCIES AS ASSET  
IDENTIFICATION AGENTS / DETECTIVE AGENTS

**HLL/CS/CHO/Legal/Empl-AIA-02/22-23**



**BY**

**HLL Lifecare Limited**  
**(A Government of India Enterprise)**

HLL Bhavan - Corporate Head Office,  
Poojappura - PO | Thiruvananthapuram - 695012,  
Kerala, India

**URL: [www.lifecarehll.com](http://www.lifecarehll.com)**  
**Email: [legal@lifecarehll.com](mailto:legal@lifecarehll.com)**  
**Phone: 0471-2354949**

**CIN: U25193KL1966GOI002621.**

**NOTICE INVITING e-TENDER**

**HLL Lifecare Limited  
(A Government of India enterprise)  
HLL Bhavan - Corporate Head Office,  
Poojappura - PO |  
Thiruvananthapuram - 695012,  
Kerala, India  
URL: [www.lifecarehll.com](http://www.lifecarehll.com)  
Email: [legal@lifecarehll.com](mailto:legal@lifecarehll.com)  
Phone: 0471-2354949**

**CIN: U25193KL1966GOI002621.**

**E-Tender No.: HLL/CS/CHO/Legal/Empl-AIA-02/22-23  
E- bid refernce No. 2023\_HLL\_146922**

**23/02/2023**

Appointment of agencies as Asset Identification Agent(s) / Detective Agents (AIA) for identifying the assets of the default suppliers, agents, judgement debtors etc. for the payment due to HLL Lifecare Limited (HLL).

1. M/s HLL Lifecare Limited (HLL) is a Government of India Enterprise –a Mini Ratna Company, having its Corporate & Head Office at Thiruvananthapuram. HLL has outstanding receivables from Debtors based on court decrees. Hence, for collecting the details of the judgement debtors HLL requires support of agents in various parts of the country.
2. Accordingly, HLL invites online E-tender for Appointment of agencies ( e-mode) from Licensed/Recognized Asset Identification Agents for accumulating and providing details of the assets acceptable to court for filing in support of Execution petition against various court orders in favor of HLL.
3. The agent shall be fully responsible / accountable for the correctness / authenticity of documents submitted to HLL /Court and the said documents should be submitted with notary attestation and an affidavit confirming that the documents submitted are true and correct.
4. Case wise Price bids will be sent to the successful agents, who are techno-commercially responsive in the first stage.
5. Any conditional bids shall be summarily rejected.

6. Bidders may download the e-Tender document from the websites URL address: <http://www.lifecarehll.com/tender> or <https://etenders.gov.in/eprocure/app> and submit their bids online only through the Central Procurement Portal (CPP) : <https://etenders.gov.in/eprocure/app>.

Other useful details in this tender are indicated below:-

Sl.	Description	Schedule
1	Closing date & time for submission of <b>online bids</b>	<b>17-03-2023, 15:00 hrs IST</b>
2	Time and date of opening of bids	<b>18-03-2023, 15:30hrs IST</b>

7. **The Bids shall be submitted online only**, as mentioned below:

- (i) Commercial Bid (Consisting of documents fulfilling eligibility criteria & Commercial Conditions). Bidders may name the files indicating the nature of content in pdf format which would be required to be attached in E-TENDER.

**DO NOT'S**

Bidders are requested **NOT** to submit the hard copy of the E-TENDER documents. In case any document is submitted in physical form (hard copy), or through e-mail the document shall be straightaway rejected.

**Note:**

It is the responsibility of tenderer to go through the E-TENDER document to ensure furnishing all required documents in addition to above, if any. Any deviation would result in REJECTION of tender and would not be considered at a later stage at any cost by HLL.

8. In case of any queries, all prospective Bidders may send their queries, if any on the email id: [legal@lifecarehll.com](mailto:legal@lifecarehll.com), within 1 week from publishing this E-TENDER. Any query received after the scheduled time may not consider.
9. In the event of any of the above mentioned dates being declared as a holiday in the organisation, the next working day will be considered as per prescribed venue & time.
10. There is NO PROVISION for uploading late tenders beyond stipulated date & time in the e-tendering system. HLL reserves the right to accept or reject all/or any of the tenders in full or part without assigning any reason thereof.

11. Amendments, if any, to the tender will be published only in the website [www.lifecarehll.com](http://www.lifecarehll.com).

**Head ( Legal)**  
**HLL Lifecare Ltd.**  
**(A Government of India Enterprise.)**  
**HLL Bhavan - Corporate Head Office,**  
**Poojappura - PO | Thiruvananthapuram - 695012,**  
**Kerala, India**

**SPECIFIC Instructions for e-Tender Participation:-**

- i. Bidders should have valid Class 3 Digital Signature Certificate with encryption.
- ii. Bidders are requested to read the Bidders help document on e-tender web site link before proceeding for bidding.
- iii. The prospective Bidders have to register with the E-procurement system of HLL at <https://etenders.gov.in/eprocure/app>. On completion of the registration process, the Bidders will be provided user ID and password within 7 working days. In order to submit the bids electronically Bidders are required to have a valid Class 3 Digital Signature Certificate (signing and encryption/ decryption certificates).
- iv. Bidders are requested to register for issuance of User ID and Password well in advance in order to avoid last minute rush. The process normally takes 03 days' time.
- v. Post receipt of User ID & Password, Bidders can log on for downloading & uploading tender document.
- vi. Tenderer may download the E-TENDER document from the web site [www.lifecarehll.com](http://www.lifecarehll.com) or [www.etenders.gov.in/eprocure/app](http://www.etenders.gov.in/eprocure/app).
- vii. The submission of online documents can only be done through <https://etenders.gov.in/eprocure/app>.
- viii. This Tender is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>.
- ix. Bidders shall ensure that their submissions are complete in all respects and are to be submitted **online through e-procurement portal (as described above). No DEVIATION is acceptable.**
- x. A person signing (manually or digitally) the E-TENDER form or any documents forming part of the contract on behalf of another shall be deemed to warrantee that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the purchaser may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all cost and damages.

- xi. All the necessary documents as prescribed in the E-TENDER document shall be prepared and scanned in different files (in PDF format as prescribed) and uploaded for on-line submission of tender/bid.
- xii. Documents should be uploaded **online only** in the prescribed format given in the website. No other mode of submission shall be acceptable.
- xiii. The prospective Bidders may **scan the documents in low resolution (75 to 100 DPI)** instead of 200 DPI. The documents may be scanned for further lower resolution (if possible). This would reduce the size of the Cover and would be uploaded faster. The tenderer should however ensure the clarity and legibility of the text.
- xiv. The Individual file size of uploading is restricted to 3 MB. Bidders may upload multiple files (Not exceeding 3 MB individually) & relevant file name indicating the contents.

**SECTION-1**

**DETAILED SCOPE OF WORK  
AND  
TERMS & CONDITIONS**

The following terms and conditions will be applicable:-

1. That the Agent shall act as Asset Identification Agent (AIA) for the assignment(s) handed over by HLL.
2. The Agent shall identify the Asset of the person / institution/ company / Nominees or legal heir of the Deceased person, as the case demands and submit a detail report with notarized attested copies collected in support.
3. The Agent shall be fully responsible for jobs assigned to them at their own risk and cost only. HLL shall not be liable for any incident, loss or expenses occurred during the work assigned to or enquiry by the agent.
4. The tenderer shall have statutory compliance to act for the above work and shall have a valid license to work as Debt recovery agent.
5. The agent shall not communicate on behalf of HLL by writing / electronic mode / any type of communication to any third party. In case any legal or other issues arise due to the act of agent even after the contract period, the agent shall be solely responsible and the expenses occurred shall be paid by the agent itself.
6. The Agent shall maintain proper records and submit a weekly status to HLL.
7. Appointment letter will be issued to the Agent to those selected agents on case to case basis after finalizing the rate.
8. The interested parties meeting requirement shall upload their documents online as explained in Eligibility criteria.
9. HLL reserves the right to enter into similar agreements simultaneously or afterwards with any other Agent(s), as it may deem fit at any time during the period the agreement is in force. The Agent on panel will not be entitled to make any representation/suggestion/complaint on this account.
10. The Agent shall be responsible for any delay on their part and in case of delay due to the negligence by agent, any loss occurred shall be borne by the agent only.
11. As part of its tender, the tenderer shall furnish relevant details and documents establishing its eligibility to quote & its qualification to perform the contract if its tender is accepted, as per the eligibility criteria given in this tender.
12. If at any point of time it is detected that the over payment has been made to the Agent the same will be recovered from the subsequent bill/ performance security deposited by the Agent.

13. HLL reserves a right to accept or reject the documents without assigning any reason therefore.
14. The Appointment can be terminated any time during the currency of the contract by HLL if the work is not found satisfactory or any deviation observed than from the submitted document. The decision of HLL in this regard will be final & binding.
15. If dispute or difference what so ever arising under the contract or in connection therewith including any question relating to existence, meaning and interpretation of the contract or alleged breach thereof if any arise between the Agent & HLL, the parties shall make every effort to resolve the same amicably by mutual consultations.
16. RESTRICTIONS UNDER RULE 144 (XI) OF GFR 2017 FOR BIDDERS FROM A COUNTRY SHARING LAND BORDER WITHINDIA: "Not applicable, as agents registered and operating in India are only be eligible for quoting against this tender"
17. The Jurisdiction in all dispute suits shall be in courts at Thiruvananthapuram.
18. The detail scope of work and Terms & conditions will be informed to the empanelled agent on case to case basis and the agent should accept without any deviation. The Lowest quoted agent from the empanelled list will be awarded with Letter of Engagement.
19. The bidder can request for Appointment state wise or on PAN INDIA basis and the same should be specified in the check list given below.
20. The case details will be provided only to the empanelled agents.
21. Checklist duly filled up with reference page no. at respective columns.



**SECTION-2**

**ELIGIBILITY CRITERIA**  
**FOR ASSET IDENTIFICATION AGENTS / DETECTIVE AGENTS**

1. The tenderer should accept all the terms and conditions in the E-TENDER document.
2. The tenderer must possess minimum three completed financial years of experience prior to the date of tender opening as Debt recovery Agent / Asset Identification Agent / Private Detective Agencies in any Govt. Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings/ State Govt./Central Govt. or Local Bodies/Municipalities / Public Sector banks and in support of the same a performance statement should be given with the bid document.
3. The tenderer should be registered as debt recovery agent or detective agency and should have valid license in their own name. A Valid Registration Certificate and other statutory permits / documents to act as Asset Identification Agent / Detective Agent of Tenderer should submit in support of this.
4. The tenderer shall furnish following certificate/document as applicable, otherwise bid shall be summarily rejected:
  - a) A declaration by the proprietor of the firm, in case, the firm is proprietary firms.
  - b) A copy of partnership deed duly registered by the Registrar of Firms, in case of partnership firm and Certificate of Registration .
  - c) A copy of Certificate of Incorporation, Memorandum of Association and Articles of Association in case of Private Ltd. / Ltd. firm.
5. Power of Attorney issued by the competent authority in favour of person who is Digitally Signing/Uploading the tender/bid document.
6. The tenderer shall submit the copy of permits issued by statutory authorities in their favor. If not submitted, tender/bid is liable to be rejected.
7. Copy of Income Tax Certificate.
8. Copy of PAN No. is to be submitted.
9. Copy of GSTIN registration certificate is to be submitted.
10. Declaration that tenderer does not have any relation with the person authorized to evaluate commercially or involve in finalizing the tender. (As per Format-01)

11. The tenderer shall give a declaration as under:  
    **“We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit to HLL Lifecare Limited.”** (As per Format-01)
12. Declaration that the tenderer has not been blacklisted/banned /de-registered/de-barred by any of the Government authorities for preceding three years from the date of issue of this E-TENDER. (As per Format-01)
13. Undertaking to be submitted that the tenderer shall abide by all the terms & conditions of the E-TENDER. (As per Format-01)
14. All the pages of the tender should be duly numbered (e.g.: as 1 of 8 similar format) & signed by the tenderer on every page.
15. Tenderer, who are not meeting above eligibility criteria/who have not submitted the above mentioned documents shall be treated as non-responsive and their bid will be rejected.
16. The tenderer has to submit the Financial Statement for last 3 financial years duly certified by a Chartered Accountant (CA).
17. PROVISIONS OF PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA) **ORDER 2017**: Agents registered and operating in India only be eligible for quoting against this tender”. However, for compliance of public procurement (Preference to Make in India), Order 2017 all the bidders should **submit a declaration certifying that they are offering 100% services from India for the services required under this tender and hence falls under the category of ‘Class 1 local supplier’ as defined in Public Procurement (Preference to Make in India), Order 2017 as amended from time to time.**(As per Format-01)

.....

To be print in company/ Bidder's letter head

**Declaration**

We hereby declare and confirm that:

1. We don't not have any relation with the person authorized to evaluate commercially or involve in finalizing the tender.
2. if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit to HLL Lifecare Limited.
3. we have never been blacklisted/banned /de-registered/de-barred by any of the Government authorities for preceding three years from the date of issue of this E-TENDER
4. we will abide by all the terms & conditions of the E-TENDER.
5. we certify that we are offering more than 50% services from India for the services required under this e-Tender and hence falls under the category of 'Class 1 local supplier' as defined in Public Procurement (Preference to Make in India), Order 2017 as amended from time to time

Sign and seal of the bidder

<b>CHECKLIST</b>			
<b>SI No.</b>	<b>Point</b>	<b>Submitted ( Yes or no)</b>	<b>If yes Page no. marked by the bidder</b>
1	Specify the state applied for ( If it is for All India basis specify the same:		
2	Whether all the pages of the bid duly numbered (e.g.: as 1 of 2 similar format) & signed by the tenderer on every page.	Yes/ No	
3	Undertaking to be submitted that the tenderer will abide by all the terms & conditions of the Tender.	Yes/ No	
4	Whether valid license in their own name submitted by the tenderer? If so whether valid license submitted as documentary evidence to prove as a registered debt recovery agent or detective agency? A Valid Registration Certificate and other statutory permits / documents to act as Asset Identification Agent / Detective Agent of Tenderer should submit in support of this.	Yes/ No	
5	Whether relevant details and documents establishing the eligibility to quote & its qualification to perform the contract is submitted?	Yes/ No	
7	Whether the tenderer possess minimum three completed financial years of experience prior to the date of tender opening as Debt recovery Agent / Asset Identification Agent / Private Detective Agencies in any Govt. Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings/ State Govt./Central Govt. or Local Bodies/Municipalities / Public Sector banks?	Yes/ No	
8	Whether following certificate/document as applicable submitted: a) A declaration by the proprietor of the firm, in case, the firm is proprietary firms. b)A copy of partnership deed duly registered by the Registrar of Firms, in case of partnership firm and Certificate of Registration . c) A copy of Certificate of Incorporation, Memorandum of Association and Articles of Association in case of Private Ltd. / Ltd. firm.	Yes/ No	
9	Power of Attorney issued by the competent authority in favour of person who is Digitally Signing/Uploading the tender/bid document.	Yes/ No	

10	The tenderer shall submit the copy of permits issued by statutory authorities in their favor.	Yes/ No	
11	Copy of Income Tax Certificate.	Yes/ No	
12	Copy of PAN No. is to be submitted.	Yes/ No	
13	Copy of GSTIN registration certificate is to be submitted.	Yes/ No	
14	Declaration that tenderer does not have any relation with the person authorized to evaluate commercially or involve in finalizing the tender.	Yes/ No	
15	The tenderer shall give a declaration as under: "We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit to HLL Lifecare Limited."	Yes/ No	
16	Declaration that the tenderer has not been blacklisted/banned /de-registered/de-barred by any of the Government authorities for preceding three years from the date of issue of this E-TENDER.	Yes/ No	
18	Undertaking to be submitted that the tenderer shall abide by all the terms & conditions of the E-TENDER.	Yes/ No	
19	The tenderer has to submit the Financial Statement for last 3 financial years duly certified by a Chartered Accountant (CA).	Yes/ No	
20	Declaration certifying that the bidder is offering more than 50% services from India for the services required under this e-Tender and hence falls under the category of 'Class 1 local supplier' as defined in Public Procurement (Preference to Make in India), Order 2017 as amended from time to time.	Yes/ No	
<b>Note: Please mention e-Tender number as reference in all the declarations/letters/communications</b>			