

TENDER FOR PROVIDING HOUSEKEEPING
SERVICES FOR VARIOUS HINDLABS
DIAGNOSTIC FACILITIES AT
THIRUVANANTHAPURAM

TECHNO-COMMERCIAL BID

TENDER NO. HLL/ HCS/eTender/2024-25/02 Dated: 09.01.2025



HLL LIFECARE LIMITED

(A Govt. Of India Enterprise)

CIN : U25193KL1966GOI002621

HLL Bhavan, Poojappura,

Thiruvananthapuram -695012, Kerala, India

Tel: 0471 2775500, email: hcstenders@lifecarehll.com

www.lifecarehll.com

DISCLAIMER

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this tender document. All information contained in this Notice Inviting Tender (NIT) provided / clarified are of good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this tender document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this tender enquiry document and any other terms and conditions subject to which such information is provided. Though adequate care has been taken in the preparation of this tender document, the interested firms shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the tender enquiry document is complete in all respects and firms submitting their bids are satisfied that the tender enquiry document is complete in all respects. If a bidder needs more information than what has been provided, the potential bidder is solely responsible for seeking the information required from HLL.

HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary. HLL reserves the right to reject any or all of the applications submitted in response to this tender enquiry document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the tender. HLL reserve their right to 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 in planning/execution. They also reserve their right to decline to discuss the project further with any party submitting the tender.

HLL reserves the right to change/modify/amend any or all of the provisions of this tender document. Such changes would be posted on the website of HLL (www.lifecarehll.com) and the CPP portal. Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution for unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this tender document, any matter deemed to form part of this tender document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

HLL LIFECARE LIMITED

(A Government of India Enterprise)

Corporate Head Office, Poojappura. P.O Thiruvananthapuram – 695012, Kerala, India

Tel: 0471 2775500, 2354949

NOTICE INVITING TENDER (NIT)

HLL/ HCS/eTender/2024-25/02

09.01.2025

HLL Lifecare Limited (hereinafter known as “HLL”), a Government of India Enterprise, invites online bids through CPP portal from eligible, competent and experienced bidders who are capable of executing the scope of work as detailed in this document and meeting the eligibility criteria as per this tender document.

Sl. No	Particulars	Description
1	Name of Item/Work	Tender For Providing Housekeeping Services For Various Hindlabs Diagnostic Facilities At Thiruvananthapuram
2	Scope of Work	Refer Schedule-B
3	Tender fee	Rs. 560
4	Bid Security/EMD	Rs. 100000.00
5	HLL A/c Details for payment of TenderFees and EMD (Payment mode: NEFT/RTGS)	Account No : 00630330000563 IFSC Code : HDFC0000063 Bank Name : HDFC BANK Branch Name : Vazhuthacaud
7	Eligibility criteria for Bidders	Refer Schedule- A
8	Pre-bid meeting	As Mentioned CPP Portal.
9	Last Date and Time for online submissionof bids	22.01.2025; 15:00 Hrs
10	Date and time of opening of the-Tender	23.01.2025; 15.30 Hrs
11	Address for Communication at HLL regarding the tender	AVP i/c & BH (HCS) HLL Lifecare Limited Corporate & Regd. Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012 E-mail: hcstenders@lifecarehll.com

1. Tender is invited under open, two bid system (Technical and Price) from reputed applicants/ bidders for providing Housekeeping services at Hindlabs Trida, Hindlabs SAT, Hindlabs Molecular Biology Laboratory & 20 allied collection centers of Hindlabs Trida of HLL Lifecare limited, Thiruvananthapuram for two years.
2. The tender documents can be downloaded from the Central Public Procurement Portal(CPPP). Bidders can participate in the tender by paying Rs. 560/- (Inclusive of GST) as Tender Fee and EMD amount of Rs.1,00,000/-in favour of HLL LIFECARE LIMITED by RTGS/NEFT. The specification, approximate quantities and other terms and conditions etc. are given in the document. CPPP portal can be accessed through the link. <https://etenders.gov.in/eprocure/app>
3. Tender documents, which should be uploaded in envelopes, as prescribed Information & Instructions to Applicants before the stipulated time given in the Tender Notice.
4. The scope of work/service shall be as detailed in **Schedule B**
5. The eligibility criteria for qualifying for the tendering process is as detailed in **Schedule A** and Information & Instructions for Applicants.
6. The applicant shall be required to deposit an amount of 3% of order value as Security Deposit in the form of an irrevocable performance bank guarantee/ DD from any scheduled bank in favor of HLL Lifecare Limited
7. 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 they 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.
8. 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.
9. This Notice Inviting Tender shall form a part of the Contract Document. Letter of award shall be issued first in favour of the successful bidder. On such communication of award, the successful Applicant shall, within 20 days from such date, formally sign the agreement consisting of: -
 - a) 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 award thereof together with any correspondence leading thereto.

- b) Agreement signed on a non-judicial stamp paper. The Performa for the same will be given along with the Letter of award.

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

Name of work/service	Resources/ services to be provided
<p>Housekeeping</p> <p>Hindlabs Trida, Medical College, Hindlabs Molecular Biology Laboratory, Murinjapalam Hindlabs SAT, Medical College</p> <p>Garbage Management & Gardening Services at Hindlabs Trida</p>	<p>a. Manpower: 12 Nos. Supervisor: 1 No for all centers</p> <p>b. Consumables: Housekeeping Consumables and Amenities.</p> <p>c. Required Tools and chemicals</p>
<p>Collection centers of Hindlabs Trida located at Kaniyapuram, Pothencode, Venjararumood, Kilimanoor, Nalanchira, Vattappara, Nedumangad, Peroorkada, Thirumala, Peyad, Malayinkeezhu, Kattakada, Vattiyoorkavu, Kowwdiar, GH & Akkulam, Balaramapuram, Pappanamcode, Manacaud, Vettukad</p>	<p>Housekeeping services Twice a day mandatorily and additional number of services as per requirement</p>

Associate Vice president (HCS)i/c and BH

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 in accordance with the requirements and submitting their bids online on the Government eProcurement 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 username 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.
- 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.
- 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.

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 - ccpp-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.
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:

Associate Vice President i/c & BH(HCS)
Healthcare Services Division
HLL Lifecare Limited
HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,
Kerala, India
Tel: +91 4712775500 , Email – hcstenders@lifecarehll.com

14. The bids shall be opened online at the **Office of the Associate Vice President i/c & BH(HCS)** 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 Associate Vice President 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:

- 18.1 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.
 - 18.2 Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and HLL website (URL address: <http://www.lifecarehll.com/tender>) and shall not be available elsewhere.
 - 18.3 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 shall not be accepted under any circumstances.
 - 18.4 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.
 - 18.5 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:

Account No	:	00630330000563
IFSC Code	:	HDFC0000063
Bank Name	:	HDFC BANK
Branch Name	:	Vazhuthacaud

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/Selected Bidder'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 outrightly 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.

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PART I
INSTRUCTIONS TO THE BIDDERS (ITB)

Instructions to bidder are broad guidelines to be followed while formulating the bid and its submission to the Purchaser. It also describes the methodology for opening and evaluation of bids and consequent award of contract.

1. DEFINITIONS

In this Contract, the following words and expressions shall have the meanings as stated below:

- a. **'Invitation for Bid'** shall mean and include the present document, and such other complements and agenda, which may subsequently be issued in this connection.
- b. **'Bidder/Tenderer/Applicant'** means a reputed Indian firm/individual/ charitable society registered under charitable society act having the required experience that has purchased the tender and applied for the same/ shall mean the person, firm or Corporation submitting a bid against this invitation for bid and shall also include his agents and representatives.
- c. **'Purchaser/Owner'** shall mean HLL Lifecare Limited (HLL) (Thiruvananthapuram) or its units thereof.
- d. **'Supplier'/'Service Provider'** shall mean the successful bidder whose tender has been accepted by the purchaser/owner and to whom the order is placed by the purchaser/owner and shall include his heirs, legal representatives, successors etc.
- e. **'Letter of Award'**, shall mean written consent by a letter of purchaser/owner to the bidder intimating him that his tender has been accepted.
- f. **'Contract Period'**, shall mean the period specified in the tender documents during which the contract shall be executed.
- g. **'Application'** means the tender document/bid submitted by an Bidder/Applicant interested in the work/service in the prescribed format.
- h. **"HLL"** means HLL Lifecare Limited, Trivandrum.
- i. **"Year"** means "Financial Year" unless stated otherwise.
- j. **"CHO"** Corporate Head Office
- k. **"TRIDA"** means Hindlabs Polyclinic at Medical College, Thiruvananthapuram.
- l. **"BOQ"** -Bill of Quantity means Price Bid Quantities as available in eProcurement portal

2. SCOPE OF THE BID

HLL Lifecare Limited (HLL), a Government of India Enterprise, invites open two bid tenders from the eligible, competent and experienced service providers who are capable of providing the service/works as per our tender conditions and specification in this document.

3. ELIGIBLE BIDDERS

- 3.1 A Bidder should have eligibility criteria as per 9.2-b of this section and Schedule- A of this document to submit bids against this tender.
- 3.2 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.
- 3.3 Joint ventures or Consortiums of two or more registered contactors are not permitted.

4. COST OF BIDDING

- 4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and "the Purchaser", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- 4.2 Tender documents may be downloaded free of cost from the Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>). However, tender document fees, as mentioned in the NIT, is required to be submitted along with the online bid.

5. GETTING INFORMATION FROM WEB PORTAL

- 5.1 All prospective bidders are expected to see all information regarding submission of bid for the tender published in the e-tender website during the period from the date of publication of NIT and up to the last date and time for submission of bid. Non observance of information published in the website shall not be entertained as a reason for any claim or dispute regarding a tender at any stage.
- 5.2 All bids shall be submitted online on the Government e-procurement portal only in the relevant envelope(s)/ cover(s), as per the type of tender. No manual submission of bids shall be entertained for the tenders published through Government e-procurement portal under any circumstances.
- 5.3 The Government e-procurement portal shall not allow submission of bids online after the stipulated date & time. The bidder is advised to submit the bids well before the stipulated date & time to avoid any kind of network issues, traffic congestion, etc. In this regard, the department shall not be responsible for any kind of such issues faced by bidder.

6. BIDDING DOCUMENTS

- 6.1 The Bidder is required to login to the e-procurement portal and download the listed documents from the website. He shall save it in his system and undertake the necessary preparatory work off-line and upload the completed bid at his convenience before the closing date and time of submission.
- 6.2 The bidder is expected to examine carefully all instructions, terms and conditions of Contract, Forms, Technical Specifications and Bill of Quantities in the Bid Document. Failure to comply with the requirements of Bid Document shall be at the Bidder's own risk.

7. CLARIFICATION OF BIDDING DOCUMENTS

- 7.1 A prospective bidder requiring any clarification of the bidding documents shall contact the office of the Tender Inviting Authority on any working day between 10 AM and 5 PM.
- 7.2 In case the clarification sought necessitates modification of the bid documents, being unavoidable, the Tender Inviting Authority may affect the required modification and publish them in the website through corrigendum.

8. AMENDMENT TO BIDDING DOCUMENTS

- 8.1 Before the deadline for submission of bids, the Tender Inviting Authority may modify the bidding document by issuing amendment.
- 8.2 Any amendment thus issued shall be a part of the bidding documents which will be published in the e-tender website. The Tender Inviting Authority will not be responsible for the prospective bidders not viewing the amendment in the website in time.

8.3 If the amendment thus published does involves major changes in the scope of supply, the Tender Inviting Authority may at his own discretion, extend the deadline for submission of bids for a suitable period to enable prospective bidders to take reasonable time for bid preparation taking into account the amendment published.

9. PREPARATION OF BIDS

9.1 Language of the Bid

All documents relating to the bid shall be in the English language.

9.2 Documents Comprising the Bid

The online bid submitted by the bidder shall comprise the following:

- i. Details required for e-payment (Details of bank account having core banking facility and e-mail address of the bidder) in the prescribed format.
- ii. Payment of tender fee/Udyog Adhaar/Udyam Certificate as detailed in the e-tender web site.
- iii. EMD payment/Udyog Adhaar/Udyam Certificate details.
- iv. Copy of Documents in proof of eligibility criteria.
- v. Copy of Documents in proof of Financial turnover.
- vi. Other documents specified in Tender.
- vii. Priced Bill of Quantities.

9.3 Bidders shall not make any addition, deletion or correction in any of the bid documents. If tampering of documents is noticed during tender evaluation, the bid will be rejected and the bidder will be blacklisted

10. BID PRICES

- 10.1 The Bidder shall bid as described in the Bill of Quantities (BOQ) provided in the e-tender website.
- 10.2 The Price Bid of those bidders who qualify in the Technical Bid only will be opened. The date and time of opening of price bid will be intimated separately.
- 10.3 For item rate tenders, the bidder shall fill in rates in figures and should not leave any cell blank. The line item total, in words and the total amount shall be calculated by the system and shall be visible to the Bidder.
- 10.4 The rates quoted by the Bidder shall be FOR HLL STORES which includes cost of all materials, freight charges and packing and forwarding charges.
- 10.5 GST applicable shall be extra.
- 10.6 The rates and prices quoted by the bidder shall remain firm during the entire period of contract.

11. CURRENCIES OF BID AND PAYMENT

11.1 The currency of bid and payment shall be quoted by the bidder entirely in Indian Rupees. All payments shall be made in Indian Rupees only.

12. BID VALIDITY

12.1 Bids shall remain valid for at least 3 months beyond the period of engagement post finalization of this tender. A bid valid for a shorter period shall be rejected by HLL as non-responsive.

- 12.2 In exceptional circumstances, prior to expiry of the original bid validity period, the Tendering Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by e mail. A bidder may refuse the request without forfeiting its bid security. A bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to extend the validity of its bid security for the period of the extension.

13. TENDER FEE

- 13.1 Bidders can participate in the tender by paying Rs. 560/- by RTGS (Inclusive of GST) as Tender Fee. Bidders shall remit the Tender fee using the payment options as mentioned in the e-tender in Government eProcurement portal only.
- 13.2 Any bid not accompanied by the Tender Fee as notified, shall be rejected as nonresponsive.
- 13.3 Tender Fee remitted will not be refunded.

14. EMD

- 14.1 The Bidder shall furnish, as part of his Bid, a Bid Security for an amount of Rs.100000/-. For e-tenders, Bidders shall remit the Bid Security using the payment options given in e-tender under Government e-Procurement system only.
- 14.2 Each bid must be accompanied by EMD. Any Bid not accompanied by an acceptable Bid Security (EMD) shall be rejected as non-responsive
- 14.3 The Bid Security (EMD) of the unsuccessful Bidder shall become refundable as promptly as possible after opening of Price Bid and finalization of the tender.
- 14.4 The Bid Security (EMD) of the successful Bidder will be converted to Security deposit on request from the bidder and acceptance of LOA.
- 14.5 MSME units interested in availing exemption from payment of Tender Fee & EMD should submit a valid copy of their Udyog Aadhaar / Udyam registration certificate as mentioned in the NIT. But the Party has to provide Security deposit if Tender is awarded to them. Security deposit to be submitted is Performance Bank guarantee for an amount of 3% of order value.
- 14.6 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 of 3% of order value if tender is awarded to them. All rules and regulations as per guidelines of Government of India shall be applicable for Startup Units.
- 14.7 The Bid Security may be forfeited:
- If the Bidder withdraws the Bid after Bid opening during the period of Bid validity including extended period of validity; or
 - If any modification is effected to the tender documents
- 14.8 In such cases, service will be procured from alternate sources at the risk and cost of the selected bidder. In such cases, the additional cost incurred will be recovered from the supplier.
- 14.9 The Bid Security deposited will not carry any interest.

15. ALTERATIONS AND ADDITIONS

- 15.1 The bid shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid
- 15.2 The bidder shall not attach any conditions of his own to the Bid. Any bidder who fails to comply with this clause will be disqualified.
- 15.3 A certificate /Declaration as given in Schedule C stating that ALL TERMS AND CONDITIONS of this tender is acceptable should be uploaded, failing which the tender is likely to be summarily rejected.

16. SUBMISSION OF BIDS

- 16.1 The Bidder shall submit their bid online only through the Government eProcurement portal (URL: <https://etenders.gov.in/eprocure/app>) as per the procedure laid down for e-submission as detailed in the web site. For e tenders, the bidders shall download the tender documents including the Bill of Quantity file from the portal. The Bidder shall fill up the documents and submit the same online using their Digital Signature Certificate. On successful submission of bids, a system generated receipt can be downloaded by the bidder for future reference. Copies of all certificates and documents shall be uploaded while submitting the tender online.
- 16.2 The tender is invited in 3 Envelope system from the registered and eligible firms at CPP Portal.
- 16.3 Pre-qualification Criteria for bidders: Following 3 envelopes shall be submitted online at CPP-portal by the bidder.

a) Envelope - I (Tender Fee and EMD):

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

Account No	:	00630330000563
IFSC Code	:	HDFC0000063
Bank Name	:	HDFC BANK
Branch Name	:	Vazhuthacaud

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

Note: -

SSI/ MSE units interested in availing exemption from payment of Tender Fee and EMD should submit a valid copy of their registration certificate issued by the concerned DIC or NSIC/Udyam. If the bidder is a MSE, it shall declare in the bid document the udhyam registration /Udyog Aadhar/Udyam Memorandum Number issued to it under the MSME D Act, 2006. If a MSME bidder do not furnish the UDHYAM registration details along with bid documents, such MSME unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012. But the Party has to provide Performance Security/Security Deposit if Tender is awarded to them.

25% of annual procurement value will be sourced from Micro and Small Enterprises (MSE), out of which 4% is earmarked for procurement from MSE's owned by SC or ST entrepreneurs and 3% is earmarked for procurement from MSE's owned by Women entrepreneurs. In the event of failure of SC or ST or Women entrepreneurs to participate in tender or meet tender requirements/conditions regarding

price the same will be sourced from other MSE enterprises. All rules and regulations as per guidelines of Government of India shall be applicable for MSME.

Startup 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 as per NIT. But the party has to provide security deposit if Tender is awarded to them. All rules and regulations as per guidelines of Government of India shall be applicable for Startup Units.

b) Envelope - II (Technical bid):

Technical Bid should contain signed and scanned soft copy of documents duly filled and signed as specified below.

Qualification Criteria for Selected Bidders / firms

The bidder should be fulfilling the following preconditions and must also upload / submit documentary evidence in support of fulfilment of these conditions while submitting the bid, in individual covers provided in the Envelope II :

SI No	Required Documents
1	Signed copy of Tender Document (all pages of Bid documents to be signed & stamped) by the Bidder as token of acceptance of the Terms & Conditions.
2	Tender fee & EMD Payment details
3	Work order copies/ client certificate regarding the executed at least work/service of value at least Rs. 25 Lakh of providing miscellaneous/housekeeping works/services in a PSU /Government organization for a continuous period of one calendar year in the past 3 years by engaging local manpower
4	Bidder should have offices in the State of Kerala with local office in Thiruvananthapuram district and should have a minimum of 3 years' experience in supplying manpower for Housekeeping works/services in the State of Kerala. Relevant certified documents establishing the same must be submitted along with the bid.
5	Duly filled and signed copies of SCHEDULE-E QUESTIONNAIRE GENERAL INFORMATION OF VENDOR SCHEDULE-F DECLARATION ACCEPTING TERMS SCHEDULE-G BID SECURITY DECLARATION SCHEDULE H QUESTIONNAIRE FOR MINIMUM ELIGIBILITY CRITERIA SCHEDULE-I INITIAL FILTER – CHECK LIST SCHEDULE-J FINANCIAL INFORMATION- TURNOVER SCHEDULE-K (1) DETAILS OF SERVICES EXECUTED DURING THE LAST THREE YEARS SCHEDULE-K (2) CONTRACTS UNDER EXECUTION OR AWARDED SCHEDULE-K(3) PERFORMANCE CERTIFICATE FORMAT OF WORKS /SERVICES SCHEDULE-L SELF DECLARATION – COMPLIANCE TO RULE 144 (XI) OF GFR 2017 SCHEDULE-M DECLARATION FOR MAKE IN INDIA
6	All relevant and supporting documents mentioned in the above-mentioned questionnaire and schedules
7	1. Scanned Copy of GST and PAN. 2. Power of Attorney for signatory of the Tender 3. Udyam registration details for MSE Vendors.

c) Envelope – III (Financial Bid): The Financial e-Bid (BOQ) through CPP portal.

Bidder shall offer a lumpsum rate on monthly basis including manpower cost, cost of consumables, equipment and other expenses to provide the scope services detailed in this document. All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the file, open it and complete the colored (Unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the file is found to be modified by the bidder, the bid will be rejected.

Rates are to be quoted in the BOQ Excel file as uploaded in Envelope III

Note:-

1. HLL Lifecare Limited reserves the right to verify the credential submitted by the agency at any stage (before or after the award of order). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then HLL shall take the following action:
 - a) Forfeit the entire amount of EMD submitted by the firm.
 - b) The agency shall be liable for debarment from tendering in HLL Lifecare Limited, apart from any other appropriate contractual /legal action.
2. On demand of the Tender Inviting Authority, this whole set of certificates and documents shall be send to the Tender Inviting Authority's office address (as given in the NIT) by registered post/Speed post of India Post in such a way that it shall be delivered to the Tender Inviting Authority before the deadline mentioned. The Tender Inviting Authority reserves the right to reject any bid, for which the above details are not received before the deadline.
3. 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.

17. DEADLINE FOR SUBMISSION OF THE BIDS

- 17.1 Bid shall be received only online on or before the date and time as notified in NIT.
- 17.2 The Tender Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of bids, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The Bidder will not be able to submit his bid after expiry of the date and time of submission of bid (server time).
- 17.3 Modification, Resubmission and Withdrawal of Bids:
 - 17.3.1 Resubmission or modification of bid by the bidders for any number of times before the date and time of submission is allowed. Resubmission of bid shall require uploading of all documents including price bid afresh.
 - 17.3.2 If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.
 - 17.3.3 The Bidder can withdraw his/her bid before the last date and time of receipt of the bid. The system shall not allow any withdrawal after the last date and time of submission.

18. BID OPENING AND EVALUATION

18.1 Bid Opening

Bids shall be opened on the specified date & time, by the tender inviting authority or his authorized representative in the presence of bidders or their designated representatives who choose to attend.

18.2 Bid Opening Process

18.2.1 Opening of bids shall be carried out in the same order as it is occurring in invitation of bids or as in order of receipt of bids in the portal. The bidders & guest users can view the summary of opening of bids from any system. Bidders can present during the bid opening at the opening location if they so desire.

- a) Envelope -I: Envelope-I Opening date shall be mentioned in NIT Document. (Envelop – I shall contain scanned copy of Tender Fees and EMD)
- b) Envelope -II: Envelop-II opening date shall be as mentioned in NIT Document. The intimation regarding acceptance / rejection of their bids will be intimated to the bidders through e-tendering portal. (Envelop-II shall contain scanned copy of Pre-qualification document.) If any clarification is needed from bidder about the deficiency in his uploaded documents in Envelope- I and Envelope-II, he will be asked to provide it. The bidder shall share/ upload the requisite clarification/documents within time specified by HLL Lifecare Limited, failing which tender will be liable for rejection.
- c) Envelope -III: The financial bids found to be meeting the qualifying requirements shall be opened as per NIT Document. (Depending on evaluation of Envelop I & II, the date shall be intimated through CPP Portal)

18.2.2 In the event of the specified date of bid opening being declared a holiday for HLL, the bids will be opened at the same time on the next working day.

19. CONFIDENTIALITY

19.1 Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of orders shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award has been announced in favour of the successful bidder.

19.2 Any effort by a Bidder to influence the Purchaser during processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Bidders' bid.

20. CLARIFICATION OF BIDS

20.1 To assist in the examination, evaluation, and comparison of bids, the Tender Inviting Authority may ask the bidder for required clarification on the information submitted with the bid. The request for clarification and the response shall be in writing or by e-mail, but no change in the price or substance of the Bid shall be sought, offered, or permitted.

20.2 No Bidder shall contact the Tender Inviting Authority on any matter relating to the submitted bid from the time of the bid opening to the time the order is awarded. If the Bidder wishes to bring additional information to the notice of the Tender Inviting Authority, he shall do so in writing.

21. EXAMINATION OF BIDS AND DETERMINATION OF RESPONSIVENESS

- 21.1 During the bid opening, the Tender Inviting Authority will determine for each Bid whether it meets the required eligibility as specified in the NIT; is accompanied by the required EMD, Tender fee and the required documents and certificates.
- 21.2 A substantially responsive bid is one which conforms to all the terms, conditions, and requirements of the bidding documents, without material deviation or reservation.
- 21.3 If a Bid is not substantially responsive, it may be rejected by the Tender Inviting Authority and may not subsequently be made responsive by correction or withdrawal of the nonconforming material deviation or reservation.
- 21.4 Non submission of legible or required documents or evidence may render the bid non-responsive.
- 21.5 Bidder can witness the principal activities and view the documents/summary reports for that particular tender by logging on to the portal with his DSC from anywhere.
- 21.6 Single tender shall not be opened in the first tender call.

22. HLL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

- 22.1 HLL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award Contract award, without thereby incurring any liability to the affected bidder or bidders.
- 22.2 HLL does not bind itself to accept the highest or any bid and reserves the right to reject any or all bids at any point of time prior to the issuance of the Notice of award/Letter of intent/Purchase order without reason whatsoever.
- 22.3 HLL reserves the right to resort to retendering without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection. The purchaser reserves the right to modify any terms, conditions or specifications for submission of the offer and to obtain revised bids from the bidders due to such changes, if any.
- 22.4 Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.
- 22.5 HLL reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the purchaser's action.

23. NEGOTIATION ON BIDS

- 23.1 The Tender Inviting Authority reserves the right to negotiate with the lowest evaluated responsive bidder.

24. AWARD OF ORDER

- 24.1 HLL will award the order to the Bidder whose bid has been determined to be substantially responsive and who has offered the lowest evaluated bid price.
- 24.2 In the eventuality of failure on the part of the lowest successful bidder to produce the original documents, or submit the security deposit, or acceptance of order within the specified time limit, the Bidder shall be debarred in future from participating in Bids for two years and will be recommended for blacklisting by the competent authority. In such cases, the service/material will be procured from other responsive bidders at the risk and cost of nonresponsive L1 bidder.

- 24.3 The rates for the various items quoted by the Bidder shall be rounded to two decimal places. The decimal places in excess of two will be discarded during evaluation.
- 24.4 The Tender Inviting Authority reserves the right to accept or reject any Bid and to cancel the Bidding process and reject all Bids at any time prior to the finalization of tender, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Tender Inviting Authority's action.

25. CORRUPT OR FRAUDULENT PRACTICES

- 25.1 The purchaser requires that the bidders and suppliers observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the following are defined:

Sl. No.	Term	Meaning
(a)	Corrupt practice	The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution
(b)	Fraudulent practice	A misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract
(c)	Collusive practice	Means a scheme or arrangement between two or more bidders, with or without the knowledge of the purchaser, designed to establish bid prices at artificial, non-competitive levels.
(d)	Coercive practice	Means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract

- 25.2 The Purchaser will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the order in question.

26. PREFERENCE TO MAKE IN INDIA PRODUCTS (FOR BIDS < 200 CRORE):

- 26.1 Preference shall be given to Class 1 local supplier as defined in Public Procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier will be as defined in Public Procurement (Preference to Make in India), Order 2017.
- 26.2 If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor and if the OEM is a company then by a practicing cost accountant or a chartered accountant for OEM's other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 16.09.2020. Only Class-I and Class-II Local suppliers as per MII order dated 16.9.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 16.09.2020 is not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. In case

Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

27. BIDDERS QUOTING EQUIPMENT MANUFACTURED IN COUNTRIES SHARING LAND BORDER WITH INDIA:

- 27.1 Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with Competent Authority, as specified in Annex I of order F.No.6/18/2019-PPD dated 23-July-2020 and bidder must comply with all provisions mentioned in the order with subsequent amendment/modifications, if any. Said order is available for download from the website of Department of Expenditure (DoE), Public Procurement Division, Ministry of Finance'.

28. DURATION OF ENGAGEMENT

Period of engagement of selected bidder will be for Two (2) years and may be extended / reduced for a period subject to satisfactory performance by the party. HLL reserves the right to increase or decrease the project as deemed necessary.

29. PERFORMANCE SECURITY

- 29.1 The selected bidder has to submit an irrevocable and unconditional guarantee from a Bank for a sum (3% of the contract value) as mentioned in the Notification of Award in the form provided by HLL. Until such time the Performance Security is provided by the selected bidder and the same comes into effect, the Bid Security shall remain in force and effect, and upon provision of the Performance Security, the HLL shall release the Bid Security (EMD) to the selected bidder. No interest shall be payable by HLL against the Performance Security.

29.2 Appropriation of Performance Security:

Upon occurrence of selected bidder default, the HLL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate from the Performance Security the amounts due to it for and in respect of such Strategy partner default. Upon such encashment and appropriation from the Performance Security, the Strategy partner shall, within 30 days thereof, replenish, in case of partial appropriation, to its original level the Performance Security, and in case of appropriation of the entire Performance Security by the HLL, provide a fresh Performance Security, as the case may be, failing which the HLL shall be entitled to terminate the Agreement with selected bidder. Upon replenishment or furnishing of a fresh Performance Security, as the case may be, as aforesaid, the selected bidder shall be entitled to an additional Cure Period of 15 days for remedying the selected bidder Default, and in the event of the selected bidder not curing its default within such Cure Period, the HLL shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate the Agreement with selected bidder.

29.3 Release of Performance Security:

The Performance Security shall remain in force and effect for the entire period of the Agreement, shall be released after 90 (ninety) days of Transfer Date in accordance with the Agreement with selected bidder.

30. COURT JURISDICTION

In the event of any dispute arising out of this agreement, the parties agree that the courts of Thiruvananthapuram, Kerala alone will have exclusive jurisdiction.

31. INDEMNITY

- 31.1 The Interested Bidder shall indemnify, defend and hold harmless Government of India and HLL, its Affiliates, officers, directors, employees, agents, and their respective successors and assigns, from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third party claims of any kind that arise out of or are attributable to (i) Manufacturer's/Bidders breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Manufacturer /Bidders.(iii) any product/service liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by bidder or its affiliate.
- 31.2 The Selected bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Selected Bidder shall be fully responsible for the conduct of his staff.
- 31.3 The Selected bidder at all times should indemnify HLL against all claims, damages or compensation under the provisions of Payment of Wages Act,1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. HLL will not own any responsibility in this regard.
- 31.4 The Selected bidder shall strictly adhere to the provisions of Child Labour (Prohibition & Abolition Act) 1986 and child labour (Prohibition & Abolition) Rule 1988. The successful bidder/Selected Bidder shall produce certificate of proving age of the labourer issued from Competent Authority.

32. GOVERNING LANGUAGE

The tender documents shall be written in English language. All correspondence and documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

33. TERMINATION

HLL reserve right to terminate/ cancel the Notification of award at any time for any reason without any liability on HLL.

34. TAXES

- 34.1 The selected bidder shall bear all taxes levied or imposed on its personnel, or any other member of the selected bidder's team, etc. on account of payment received under this agreement. The selected bidder shall bear all corporate taxes, levied or imposed on the selected bidder on account of payments received by it from the HLL for the work done under the scope of work.
- 34.2 The selected bidder agrees that it shall comply with the Income Tax Act in force from time to time and pay Income Tax, as may be imposed/ levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the scope of work
- 34.3 Should the selected bidder fail to submit returns/pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, the selected bidder shall pay the same. The selected bidder shall indemnify the HLL against any and all liabilities or claims arising out of this engagement for such taxes including interest and penalty by any such Tax Authority may assess or levy against the Board / selected bidder.

SCHEDULE – A

MINIMUM ELIGIBILITY CRITERIA FOR QUALIFYING IN THE TECHNICAL BID

1. The Participant shall be a sole provider/ Company which could be a Partnership Co/ LLP/ Private Ltd / Public Ltd by shares.
2. Bidder must submit an amount of Rs. 10,0000/-towards Earnest Money Deposit and Rs 560/- towards Tender Fee, failing which the Tender will be summarily rejected. MSE & Startups are exempted from EMD. Also Incase Selected, bidder shall furnish the performance security as mentioned in this document.
If SSI/MSE/ NSIC/START UP UNITS interested in availing exemption from payment of Tender Fee & EMD should submit duly filled Bid Security Form with the document and the bidder shall also submit a valid copy of their MSE /Udyam registration certificate as mentioned in the NIT.
3. Declaration (as given in SCHEDULE –F) from the bidder that the offer being submitted is as per the requirements given in this Bid is to be uploaded along with the Technical Bid.
4. The bidder shall meet all Legal/Statutory requirements with respect to this work.
5. Bidder should have offices in the State of Kerala with local office in Thiruvananthapuram district and should have a minimum of 3 years' experience in supplying manpower for Housekeeping works/services in the State of Kerala. Relevant certified documents establishing the same must be submitted along with the bid.
6. The applicant should have executed at least one work/service of value Rs. 25.00 Lakh of providing miscellaneous/housekeeping works/services in a PSU /Government organization for a continuous period of one calendar year in the past 3 years by engaging local manpower. Relevant client certified documents establishing the same must be submitted along with the bid.
7. The Bidder/Selected Bidder should take license under the Contract Labour (R&A) Act 1970 and other statutory licenses wherever applicable and should produce proof whenever required. GST/PAN registrations certificates must be submitted along with the bid.
8. The applicant should have an average annual turnover of **Rs.25.00** Lakh for providing housekeeping works / services in the last 3 years (Period 01.04.2021 to 31.03.2024). The bidder must submit their balance sheet, Profit and Loss account for last three years duly certified by chartered accountant.
9. All documents specified in this tender doc shall be duly submitted.
10. The bidder should be willing to carry out any additional work that may arise from time to time during the validity of the contract period at the agreed rate as per this tender

SCHEDULE –B

SCOPE OF WORK/SERVICE

Introduction

The Service Provider/ Selected bidder shall be responsible for undertaking all housekeeping activities at Hindlabs Trida, Hindlabs Imaging Center at SAT, Hindlabs Molecular Biology Lab, Murinjapalam and allied 20 collection centers of Hindlabs Trida across Trivandrum. The scope of “Housekeeping services” broadly consists of provision of manpower, consumables, chemicals and tools for the same. Cleaning of the facilities and other works as per tender document shall be provided. Routine cleaning jobs includes but not limited to dusting, spot removing, scrubbing/polishing/sweeping/damp moping/brush vaccuming etc. by wet and dry methods. Cleaning of toilets, external/internal glasses, clearing waste and dried leaves from sun shades and terraces, scrubbing and polishing of all floor surfaces, shampooing of all carpets once in a month.

This scope of services outlines the comprehensive cleaning, disinfection, and waste management responsibilities to be fulfilled, ensuring a clean, safe, and professional environment for patients and staff alike. The general terms of service are as follows:

- a. The Service Provider must maintain the highest standards of cleanliness, hygiene, safety, and infection control, ensuring full compliance with all regulatory and operational requirements.
- b. The Service Provider must be fully equipped to meet the cleanliness, hygiene, and spill management needs of a medical diagnostic facility. This includes handling biological, chemical, and other hazardous spills effectively.
- c. The services shall be available 24*7 or as specifically mentioned in this scope
- d. The Service Provider must ensure that all facilities and collection centers are adequately staffed with trained personnel at all times. Adequate manpower must be deployed to maintain the centers effectively, including relievers as necessary.
- e. The Service Provider must ensure that specified manpower requirements for Hindlabs Trida, Hindlabs Molecular Biology Laboratory, and Hindlabs SAT are met without exception.
- f. Each collection center must receive housekeeping services at least twice daily. The Service Provider must also be prepared to arrange additional cleanings as needed to ensure proper maintenance or upon request by HLL.
- g. Housekeeping services must be provided on all operational days, including Sundays, public holidays, and other designated holidays. Relievers should be positioned as needed to ensure seamless service delivery.
- h. The Service Provider must maintain adequate stocks of cleaning chemicals, consumables, tools, and allied items at all times to support uninterrupted service.
- i. Service provider should ensure Regular cleaning and disinfection of high-touch surfaces, laboratory equipment, and collection areas.

- j. Service provider should ensure that all staff engaged adhere to protocols for biohazard and non-biohazard waste management, as per biomedical waste management guidelines.
- k. Service provider should ensure availability of personal protective equipment (PPE) for housekeeping staff to ensure safety during operations.
- l. The Service Provider should maintain records of cleaning schedules, chemical usage, waste disposal, and any incidents related to housekeeping. Reports should be submitted periodically as per HLL's requirements.
- m. The number of collection centres may increase or decrease during the service period. The service provider must be prepared to provide services in alignment with any changes in the number of collection centres.
- n. The service provider shall take responsibility for all tasks and obligations related to this scope of work.

The service locations, serviceable area and manpower requirements for each location is as below.

Sl.No	Center Name	Location	Service Timings	Serviceable Area (approx.) (Sq.ft)	Manpower Requirement		
					Staff	Supervisor	
1	Hindlabs Trida	Medical College	24 x 7	10000	8	1	
2	Hindlabs Molecular Biology Lab	Nr. GG Hospital	8am – 5pm	600			
3	Hindlabs SAT	Inside medical college Campus	24 x 7	2000			
4	Pothencode	Opp. BSNL Office	Twice Daily	500	As per requirement		
5	Venjararumood	Nr. Sindhu Cinemas		400			
6	Kilimanoor	Nr. Private Busstand		350			
7	Nalanchira	Nr. Kottekkattu Convention Centre		400			
8	Vattappara	Nr. Police Station Nedumngad Rd		200			
9	Akkulam	Kottamukku Jn. pulayanarkotta		100			
10	Peyad	Nr. SP Cinemas		300			
11	Malayinkeezhu	Pappanamcod Rd. Malayinkeezhu Jn.		300			
12	Kattakada	Vilapilshala Road		350			
13	Vattiyookavu	Nr.SBI		250			
14	Peroorkada	Govt.Model Hospital		100			
15	Nedumangad	District Hospital		200			
16	Balaramapuram	Nr. Nazrath School		600			
17	Pappanamcode	Nr. Signal point		500			
18	Thirumala	OSAK Tower Thirumala Junction				250	

19	Kowdiar	Palace Dispensary	300		
20	General Hospital	Vanchiyoor Road	150		
21	Manacaud	Mancaud Jn.	500		
22	Vettucaud	Nr.SBI	400		
23	kaniyapuram	Opp. KSRTC Depo	300		

Detailed Scope of Services

I. General Cleaning Services

- Daily Cleaning:** Comprehensive cleaning of all areas, including floors, walls, doors, windows, and furniture, ensuring cleanliness and hygiene.
- Disinfection:** Regular disinfection of high-touch surfaces such as door handles, light switches, and countertops.
- Vacuuming, Mopping, and Dry Mopping:** Cleaning and maintaining floors using appropriate tools and methods, including dry mopping for dust control.
- Dusting:** Removal of dust from furniture, fixtures, and equipment.
- Mirror and Glass Cleaning:** Ensuring all mirrors and glass surfaces are streak-free and spotless.

II. Area-Specific Cleaning Services

- Sample Collection Area:**
 - Cleaning and disinfection of counters, chairs, and equipment.
 - Proper segregation and disposal of biohazardous waste.
- Laboratories:**
 - Cleaning and disinfection of workstations, laboratory equipment, and storage areas.
 - Safe handling and disposal of hazardous chemicals and materials in accordance with regulatory guidelines.
- ECG, X-ray, Echo, and Other Diagnostic Areas:**
 - Cleaning and disinfection of diagnostic equipment, tables, and chairs.
 - Proper handling and disposal of radiological materials.
- Doctor Consultation Rooms:**
 - Cleaning and disinfection of examination tables, chairs, and related equipment.
 - Disposal of biohazardous waste in compliance with health regulations.
- Common Areas:**
 - Cleaning and disinfection of waiting areas, corridors, and stairways.
 - Regular emptying of trash bins and recycling containers.
- Toilets:**
 - Cleaning and disinfecting toilets, sinks, and related fixtures atleast thrice a day.

III. Specialized Cleaning Services

- Deep Cleaning:** Periodic deep cleaning of high-traffic areas and frequently used equipment.
- Carpet Cleaning:** Regular cleaning and maintenance of carpets to ensure hygiene.
- Window Cleaning:** Thorough cleaning of windows to enhance visibility and aesthetics.
- Spill Management:** Immediate cleaning and disinfection of spills, including urine, body fluids, and other accidental spills, ensuring safety, hygiene and infection control.

5. **Gardening Services:** Maintenance of outdoor and indoor plants at Hindlabs Trida, ensuring a pleasant and welcoming environment.

IV. Waste Management

1. **Waste Segregation:**
 - Categorizing waste into biohazardous, recyclable, and general waste.
 - Ensuring biohazardous waste is correctly labelled and facilitate the hand over to the designated Biomedical Waste (BMW) agency.
2. **Waste Disposal:**
 - Proper disposal of waste in compliance with regulatory guidelines.
 - Maintenance of waste bins and disposal equipment.
3. **Garbage Management:**
 - Regular removal and management of garbage from all areas.

V. Quality Control and Assurance

1. **Inspections:** Routine inspections to ensure adherence to cleaning standards.
2. **Quality Checks:** Implementation of quality control protocols to verify proper cleaning and disinfection.
3. **Training:** Regular training of housekeeping staff on cleaning protocols, safety procedures, and compliance with regulatory requirements.

VI. Safety and Security

1. **Regulatory Compliance:** Adhering to laboratory safety protocols and regulations.
2. **PPE Usage:** Ensuring housekeeping staff use personal protective equipment (PPE) as necessary.
3. **Confidentiality:** Maintaining respect for patient confidentiality and laboratory data security.

VII. Reporting and Communication

1. **Daily Reports:** Providing daily updates on cleaning activities and reporting any issues encountered.
2. **Regular Meetings:** Holding periodic discussions with laboratory staff to review cleaning protocols and address concerns.
3. **Emergency Response:** Prompt handling of cleaning-related emergencies, such as spills or accidents.

VIII. Cleaning Supplies and Tools

1. **Cleaning Supplies:**
 - All-purpose cleaners, disinfectants, sanitizers, and detergents.
 - Specialized cleaning agents like degreasers and scouring powders.
2. **Paper Products:**
 - Toilet paper, paper towels, tissues, and cleaning wipes.
3. **Trash and Recycling Supplies:**
 - Trash bags of various sizes, recycling bags, and biohazard bags.
4. **Cleaning Tools:**
 - Mops, brooms, dustpans, cleaning cloths, sponges, scrubbers, and dusters.

5. **PPE:**
 - Gloves, masks, gowns, and eye protection.
6. **Air Fresheners:**
 - Air fresheners and odour eliminators.
7. **Miscellaneous:**
 - Cleaning caddies, buckets, squeegees, extension poles, and step stools.

IX. Quality Standards and Responsible Usage of Consumables

- The consumables and equipment used shall be of standard quality, and the cleaning solutions shall be of TASKI or an equivalent brand to ensure effective cleaning and safety.
- The Service Provider shall utilize consumables in a responsible and efficient manner, using the appropriate amount of items necessary to maintain the highest standards of cleanliness and hygiene, without excess, waste, or underutilization.
- Regular audits and monitoring shall be conducted to ensure optimal usage of consumables, preventing unnecessary expenditure and promoting sustainability.
- The Service Provider shall ensure that all cleaning tools and materials are replenished in a timely manner and stored appropriately to maintain their quality and effectiveness.

X. Frequency of Services

1. **Daily:** Laboratory workbenches and high-traffic areas to be cleaned minimum twice daily or as needed.
2. **Weekly:** Deep cleaning of designated areas.
3. **Monthly:** Comprehensive quality inspections and addressing gaps

This scope of services ensures a clean, safe, and well-maintained environment for the diagnostic laboratory, fostering a hygienic and professional atmosphere for staff and patients alike. Additionally, any other requirement necessary for ensuring a clean and safe environment shall be undertaken by the Service Provider upon intimation by HLL.

Payment Terms:

- Payment will be made on the certified monthly bills after deducting applicable taxes and duties as per the tender documents.
- The payment will be based on the actual attendance and actual performance of scope of work duly certified by each Center Manager.
- The payment will be made on the 7th working day of the succeeding month, for which the Selected Bidder should submit their bill along with the proof of statutory remittances made for the previous month and salary slip of facility staff engaged on the 3rd working day of the month.
- The rates at which the contract is awarded will be valid throughout the contract period
- Invoices shall be generated in the name HLL LIFECARE Limited at GST ID No:32AAACH5598K3Z8.

SCHEDULE – C
TERMS AND CONDITIONS

1. The Tender should be complete in all respects. Incomplete tender is liable to be rejected.
2. Incomplete Tender received is liable to be rejected and this will be at the sole risk of the Bidder.
3. The Company shall have the right to inspect and verify the claims in the Technical bid to determine the eligibility of the Bidder prior to award of work and the bidder shall extend all co-operation in this regard. If any information provided in the Technical bid is found false or incorrect at the stage of inspection, visit or at any point of time during the contract period, the same shall result in the termination of contract and disqualification of the bidder from future tenders. In such event, the EMD/security deposit would also be forfeited as compensation towards loss of damage caused to the company on account of false claims.
4. The bidder who does not meet the Minimum Eligibility Criteria shall be considered as DISQUALIFIED in the tender. Their Price Bid will not be opened.
5. Workers engaged for the work as per this Tender by the Selected Bidder will be employees of the Selected Bidder at all times and for all purposes and not of HLL Lifecare Limited and there will not be any Employee-Employer relationship between the persons employed by Selected Bidder for aforesaid work and HLL Lifecare Limited.
6. The bidder/Selected Bidder should arrange medical check-up for personnel engaged by the bidder/Selected Bidder and proof of the same should be provided to the Company. The Selected Bidder should prevent his employees from smoking, chewing etc at work place.
7. The work awarded shall not be subcontracted to any other person/ organization. In case the company finds at any point of time during the period of contract that the work undertaken by the Selected Bidder has been subcontracted, the same will be treated as violation of the agreement liable for legal action, termination of contract, forfeiture of EMD, Security Deposit and disqualification from future tenders to HLL Lifecare Limited.
8. The work as per this tender will be given on contract basis to meet temporary need as and only when work is available.
9. Payment of wages: The Selected Bidder shall be solely responsible for the payment of salaries, other benefits, perks, all statutory payments like EPF, ESI, Gratuity etc and other legal obligations, if any, in respect of the personnel engaged by him
 - a) The Selected Bidder shall pay wages to his employees employed for the work undertaken @ the minimum wages prescribed by the Govt of India for worker category of workers.
 - b) For those engaged for supervision, he/she shall pay minimum wages applicable to the supervisory category of Supervisors prescribed by Govt. of India
 - c) Payment should be made by the Selected Bidder within 7th day of the succeeding month, by crediting the amount payable to the bank account of each employee of the Selected Bidder and

necessary register / record shall be maintained. The Selected Bidder shall ensure that each of his employees has bank account.

10. Payment of EPF and ESI: The Selected Bidder should ensure payment of ESI and EPF contribution within the prescribed dates as per the relevant Acts & Rules in this regard and payment eligible in these respects will be paid by the company only to proof of payment of the amount concerned, to the authority concerned. The Selected Bidder shall be liable/responsible for penal action and penalty payable on account of delayed payment of contributions and HLL will not pay any amount in this regard. If any penalty is imposed on HLL, the Selected Bidder shall be liable to indemnify HLL.

11. Payment of festival allowance: HLL has no liability in the matter of Bonus to the workers of the Selected Bidders.

12. PRICE BID (BOQ): The bidders shall quote the lowest competitive rate to carry out scope of services on a monthly basis. The details of all works and activities involved are given in Detailed scope of services.

13. While quoting the rate in the Price Bid, the quote must be inclusive of other statutory obligations of the workers engaged by the Selected Bidder, insurance coverage for his/her/its workers, Income Tax and other statutory charges applicable from time to time and service charge. HLL Lifecare shall have no obligation with regard to statutory or other welfare measures of the workers employed by the Selected Bidder for the said work. He should comply with all statutory obligations in respect of labour, GMP etc. Bidders should study well the statutory and other liabilities before submitting the offer to undertake the work.

Finalisation of tender will be based on the lowest rates quoted in BOQ sheet considering the total evaluated price for undertaking the entire project (including the complete services) as per the tender.

14. The rate quoted by the bidder will be valid for Two years. No enhancement in rate shall be claimed or payable during the period of the contract.

15. On finalization, the bidder shall execute an agreement on a stamp paper for Rs. 200/- which will be valid for a period of two years.

16. RECOVERY OF LOSS/ DAMAGE TO COMPANY: - On awarding the contract, but before execution of the agreement, the bidder shall furnish Security Deposit by way of Bank Guarantee of 3% of order value which will be returned without interest on completion of contract period. This Security Deposit shall be forfeited in case the bidder withdraws from the contract once it is awarded or fails in completing the work in time as required by the Company or in case any loss or damage is caused to the Company by the Selected Bidder or by his/her/its workers or on breach of any of the conditions of the contract. Loss or damage caused to the Company during the contract period shall be recovered from the Security Deposit in proportionate to the loss or damage sustained by the Company and the decision on the amount of compensation for the loss or damage shall be at the discretion of the Company.

The Company shall also have the right to recover such loss or damage from the movable or immovable property of Selected Bidder and his heirs and legal representatives if the loss or damage caused is in excess of Security Deposit.

(1) In case more than one bidder quotes the same rate in the Price Bid, then preference will be given in the order given below:

- (i) Societies registered under Travancore Cochin Literary Scientific and Charitable Societies Act.
- (ii) Firms/Establishment registered as MSME.
- (iii) Individuals / Firms/Company.
- (iv) In case of Individuals/Firms/Company other than Societies as said above, preference will be given to those who have more experience and in engaging more number of workers/experience in HLL Lifecare Ltd. The company reserves the right to distribute the work at its discretion to different Societies or Bidders who agree to do the work at the lowest rate accepted. However, the company is not bound to accept the lowest rate.

17. The Company has the right to give the work under this tender to one party or more than one party, in full quantity or partially.

18. The company has the right to shift the work to other facilities/ centres of the company at various locations and the Selected Bidder should be ready to do the work at the new locations. In case the Selected Bidder fails to do so, the company shall have the right to entrust the work to any person /firm /society at its discretion at the existing rates.

19. General: This Tender is liable to be suspended or cancelled at any time at the discretion of the HLL with or without assigning any reason.

20. Force Majeure

If at any time during the continuance of the contract , the performance in whole or in part by either party or any obligation under the contract shall be prevented or delayed by reasons of any war , hostilities ,act of public enemy , civil commotion , sabotage, fire, floods , explosions, epidemics, quarantine restrictions and Acts of God (hereinafter referred as to as Events) and provided notice of the happening of any of the above mentioned Event duly certified by Indian Chamber of Commerce is given by either party to the other within 21days from the date of occurrence thereof, either party shall have the right by reason of such event to terminate the contract without however affecting the right to any claim for damages on the bidder/Selected Bidder in respect of such non-performance or delay in performance . However, in the event of HLL having agreed, the services under the contract shall be resumed after such event has come to an end/ceases to exist. Should one or both the parties be prevented from fulfilling their contractual obligations by a state of Force Majeure lasting continuously for a period of at least 6 months and HLL not having terminated the contract by that time, the two parties shall consult each other regarding the further implementation of the contract with the provision that if no mutually satisfactory arrangement is arrived at within a period of 3 months from the expiry of 6 months referred to above, the contract shall be deemed to have expired at the end of the 3 months referred to above . The above mentioned expiry of the contract will imply that both the parties have obligation to reach agreement regarding the winding up and financial settlement of the contract.

Schedule D

Specific Conditions

- 1) The Applicant shall at his own cost comply with the provision of labour laws, rules, orders and notifications whether central or state or local if applicable to him or to this contract from time to time if applicable. These Acts/Rules include the Minimum Wages Act, 1948, The ESI ACT 1948, the Payment of Gratuity Act, 1972, the Payment of Bonus Act, 1965, the Payment of Wages Act, 1936, the Employees Provident Fund & Miscellaneous Provisions Act, 1952 etc.
- 2) If applicable, the applicant will be required to pay minimum wages and Goods & Service Tax as per rules. The applicant will maintain proper record as required under the law/ acts deductions if applicable.
- 3) In case the applicant fails to execute/ perform the assigned works/service or a part thereof, HLL shall be authorized to deduct an amount as deemed fit by HLL from the bills of the applicant and damages will be charged to the extent of loss. In case of any unsatisfactory service, deduction up to 10 % of the amount due during the month will be imposed on the applicant. In case of late attendance/ absence during working hours/ loitering during working hours by any of your personnel, HLL reserves the right of reduction of any amount from the bills payable.
- 4) If any of the persons engaged by the applicant misbehaves with any of the officials of HLL or commit any misconduct with regard to the property of the HLL or suffers from any serious communicable disease, the Applicant shall replace them immediately. In case Authority of HLL feel that the conduct of any of Applicant's employees is detrimental to the interests of HLL, the competent authority of HLL shall have the unqualified right to request for the removal of such employee either for incompetence, unreliability, misbehavior, security reasons etc., while on or off the job. The Applicant shall comply with any such request to remove such personnel at Applicant's expense unconditionally within the time limit allowed by HLL.
- 5) The applicant shall not engage/employ persons below the age of 20 years and above the age of 55 years.
- 6) The applicant shall get the antecedents of the persons engaged by him verified from police station concerned and produce a certificate in this regard to HLL.
- 7) The Applicant shall pay wages directly to his workmen through bank accounts only. The applicant shall also ensure that no amount by way of commission or otherwise is deducted & recovered from the wages.
- 8) The applicant shall provide necessary insurance coverage to his workmen engaged in the execution of this contract so as to hold the HLL non liable for any act from applicant's workmen in case of any accident mishap including death. The insurance cost of personnel working for the applicant at the site shall be borne by the applicant.
- 9) The applicant shall deploy adequate number of persons for execution of the work/service undertaken on contract regulating their working hours and weekly off within the statutory limits. The applicant shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work/service beyond the prescribed hours under law.

- 10) a) Applicant shall provide proper identification cards to his employees to be deputed by him for work/service as per the prescribed format.
b) The applicant shall provide uniforms, shoes and other safety equipment to the employees engaged by him.
- 11) The personnel deployed by the applicant for the job shall meet the following requirements:
 - i) Should be medically fit.
 - ii) Should possess good conduct and discipline.
 - iii) Should not have a criminal record.
- 12) Applicants are advised to inspect and examine the site and assess the manpower required in a professional manner. In case HLL feels that work/service is not performed in a satisfactory manner after commencement of operations, the successful applicant shall be asked to increase the manpower as required at their own cost.
- 13) 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/service. 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.
- 14) The requirement given in the scope of work/service is only indicative. HLL reserves the right either to increase or decrease it as per requirement. The decision of HLL in this regard shall be final and binding on the Applicant. The payment to applicant will be based on the actuals measured at site.

SUBMISSION OF PRICE BID

- 15) Cleaning Tools (Floor, Walls, Glass etc.) and Cleaning Consumables (Mop, Refills, Odonil, Naphthalene balls etc) shall be provided by the Selected Bidder as and when required
- 16) The price bid shall clearly mention the amount quoted against the scope of work and other statutory payments, service charges /administrative charges, and all other charges as applicable, all taxes and duties as applicable) in both words and figures. In the event of any difference between the figures and words, the amount indicated in words shall be taken into account.
- 17) Income Tax: Any payment to the applicant as per contract will be made after deducting income tax as per the rules and regulations.
- 18) The tendered rate shall remain firm and free from variation due to rise in the cost of materials/equipment, or any other reasons whatsoever during the contract period of three years and valid extension.

SCHEDULE- E

General Information of the Vendors

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 or charitable society registered under the act
4. Particulars of registration with various Government bodies (attach attested photocopy).

Organization/ Place of registration

Registration No.

- 1.
- 2.
- 3.

5. Names and Titles of Directors & Officers with designation to be concerned with this work/service.
6. Designation of individuals authorized to act for the organization.
7. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work/service before its completion? If so, give name of the project and reasons for abandonment.
8. 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.
9. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so, give details.
10. Any other information considered necessary by not included above.

Signature of Applicant

SCHEDULE - F

TECHNICAL BID

Tender no.:

Tender name:

DECLARATION ACCEPTING TERMS AND CONDITIONS OF TENDER

To be submitted in the letter pad of the firm indicating full name and address, telephone & fax numbers etc.)

We confirm having read and understood all the services to be provided (Schedule B), instructions, forms, terms and conditions (Schedule C), Specific conditions(Schedule D) and other requirements of the above tender (both expressed and implied) in full and that we agree to abide by all without any deviation

SEAL OF THE APPLICANT

SIGNATURE

NAME AND ADDRESS OF APPLICANT

SCHEDULE – G

BID SECURITY DECLARATION

To be submitted in the letter pad of the firm indicating full name and address, telephone & fax numbers etc.)

From,
M/s.....

To,
Associate Vice president i/c and BH(HCS)
HLL Lifecare Limited,
HLL Bhawan, Poojappura,
Thiruvananthapuram
Kerala

Dear Sir,

I / We, hereby declare that if we withdraw or modify the bids during the period of Validity, we agree to be suspended for the time specified in the Tender Documents.

SEAL OF THE APPLICANT

SIGNATURE

NAME AND ADDRESS OF APPLICANT

SCHEDULE- H

QUESTIONNAIRE TO BE FILLED FOR MINIMUM ELIGIBILITY CRITERIA (HOUSEKEEPING WORKS) FOR QUALIFYING IN THE TECHNICAL BID		
1	Do you agree to provide Security Deposit by Bank Guarantee from a Nationalized/ Scheduled Bank for an amount of 3% of order value	Yes/No
2	Bidder should have offices in the State of Kerala with local office in Thiruvananthapuram district and should have a minimum of 3 years experience in supplying manpower for housekeeping works/services in the State of Kerala (Proof/Document to be submitted)	Yes/No
3	The applicant should have executed at least one work/service of value Rs. 25.00 Lakh of providing housekeeping works/services in a PSU /Government organization for a continuous period of one calendar year in the past 3 years (Period 01.01.2021 to 31.12.2024) by engaging local manpower (Proof/Document to be submitted)	Yes/No
4	The applicant should have an average annual turnover of Rs. 25.00 Lakh for providing housekeeping works / services in the last 3 years(Period 01.01.2021 to 31.12.2024). (Proof/Document to be submitted)	Yes/No
5	The applicant should be in possession and must have deployed single disc scrubbing machine and Vacuum cleaners to provide mechanized cleaning services at site mentioned for qualifying experience. The applicant should submit documentary proofs along with list of housekeeping equipment in his possession /can be arranged by him.	Yes/No

Seal of Applicant
Date of submission

Signature(s) of Applicant

SCHEDULE- I

INITIAL FILTER

The initial filter is as per checklist below.

INITIAL FILTER OF APPLICANTS – CHECKLIST

Name of Applicant: _____

No.	Criteria	Yes	No
1	Has the Applicant abandoned any work/service in the last seven years or has it been blacklisted by any Government department / PSU or have any of its contracts terminated for failure to perform?		
2	Has the Applicant involved in more than one litigation in the last five years?		
3	Has any misleading information been given in the Application?		
4	Has the Applicant suffered bankruptcy / insolvency in the last seven years?		
5	Is the Applicant not having the required turnover for the work/service?		
6	Has the Applicant not submitted the details of experience for the services mentioned in the eligibility criteria?		
7	Has the applicant penalized by EPF,ESI authorities		

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.

SCHEDULE- J

FORM 'A'

FINANCIAL INFORMATION

A. Financial Analysis – Gross Annual turnover.

II. Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last three years duly certified by the Chartered Accountant. (Copies to be attached).

Annual Turnover for the last three financial year	2021-22	2022-23	2023-24

III. The following certificates are enclosed:

1. PAN
2. Goods & Service Tax Registration copies

Signature of Chartered Accountant with Seal & UDIN

Signature of Applicant

SCHEDULE- K1

FORM 'B'

**DETAILS OF SERVICES EXECUTED DURING THE LAST THREE YEARS ENDING LAST DAY OF THE MONTH
OF November, 2024**

Sl. No	Name of work/service and location	Owner or sponsor	Type of Activity**	Area in Sq. ft.	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
1	2	3	4	5	6	7	8	9	10	11

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

** Indicate whether service provided for PSU/Govt : establishment/ others.

**Signature of Applicant
(with seal)**

SCHEDULE- K2

FORM 'C'

CONTRACTS UNDER EXECUTION OR AWARDED

Sl. No	Name of work/ service and location	Owner or sponsor	Type of Activity**	Area in Sq. ft.	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
1	2	3	4	5	6	7	8	9	10	11

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

** Indicate whether service provided for PSU/Govt: establishment/ others.

**Signature of Applicant
(with seal)**

SCHEDULE- K3

FORM 'D'

**PERFORMANCE CERTIFICATE FORMAT OF WORKS /SERVICES REFERRED
TO IN FORM "K1" & "K2"**

1. Name of work /service /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/service 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

Authorized representative of Client.

SCHEDULE- L

SELF DECLARATION – COMPLIANCE TO RULE 144 (XI) OF GFR 2017

We,

.....

.....

.....

(Include name and address of the bidder)

Hereby declare that we are eligible to bid for the tender:

(Include tender number and date)

As per the eligibility stipulated by Government Order no F.No.6/18/2019-PPD dated 23-July-2020 inclusive of the latest amendments regarding insertion of rule 144(Xi) in the General Financial Rules (GFR) 2017, issued by Ministry of Finance, Government of India.

We are aware that any bidder indenting to participate in this tender who is from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority as per the GO.

Date:

Signature of the Bidder:

Place:

Name with seal:

Designation:

Address:

SCHEDULE- M

SELF DECLARATION – MAKE IN INDIA PREFERENCE

In line with Government Public Procurement Order No. P-45021/2/2017-BE-II dt. 15.06.2017, as amended from time to time and as applicable on the date of submission of tender, we hereby certify that we M/s _____ (supplier name) are local supplier meeting the requirement of minimum Local content (50%) as defined in above orders for the material against Tender No _____ Details of location at which local value addition will be made is as follows: -----

----- We also understand, false declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rule for which for which a bidder or its successors can be debarred for up two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

Seal and Signature of Authorized Signatory

SCHEDULE- N

Financial bid Details (for information to the bidders)

PRICE SHALL BE QUOTED ONLY IN THE BOQ excel file and uploaded in Envelope III

The bidders shall quote for the monthly service provision charges under two components specified in the BoQ. The rates shall be quoted by considering all the factors required in provision of smooth uninterrupted housekeeping services excluding GST component. The applicable GST for housekeeping service provision shall be claimed in the monthly invoices raised by service provider.

A. Housekeeping services at Hindlabs Trida, Hindlabs SAT & Hindlabs Molecular Biology Lab

The rates quoted in this shall be inclusive of provision of manpower (as specified in detailed scope of services) per centre, execution of scope of work by incurring all costs including but not limited to the costs for housekeeping chemicals, consumables and tools, garbage management services as applicable, gardening services and any other service under the scope.

B. House Keeping services at Collection Centres

The rates quote in this shall be the rate **per collection center** of Hindlabs, for providing services twice a day (and additional times as per HLL's requirement) by deputing adequate manpower and by incurring all costs including but not limited to the costs for housekeeping chemicals, consumables and tools and any other service under the scope.

Currently there are 20 collection centers and this may increase or decrease in future. However, the rates quoted per collection center shall remain unchanged during the tenure of service provision.

The monthly rate quoted by the service provider = A (**Housekeeping services at Hindlabs Trida, Hindlabs SAT & Hindlabs Molecular Biology Lab**) + 20 * (**House Keeping services at Collection Centers**).

The bidder quoting the lowest monthly rate shall be selected as the service provider. During the service tenure, in case of increase or decrease in collection centres from the existing 20 numbers, the invoice amount will vary accordingly as per above calculation.