

Ref: HLL/BGM/HR/GH/2020-21

Date: 25.08.2020

TENDER NOTIFICATION

Sealed Tenders are invited from experienced and registered contractors for carrying out the following work for the period of **ONE Year**.

Name of Work : Guest House - Pantry & Housekeeping Services.

Bid to be submitted : HLL Lifecare Ltd, Kanagala-591 225, Belgaum Dist. Karnataka

1. The completed tenders should reach the undersigned along with **EMD of Rs. 10,000/-** by DD drawn in favor of HLL Lifecare Limited payable at Nipani / **E-Payment** proof to be submitted on or before **03.09.2020 17:00** Hrs.
2. Tenders received after the due date will not be accepted.
3. The tender will be opened on **04.09.2020 at 11:00 AM**. Or if the tender will not open on said date the convenient date will be communicated to the tenderer.
4. The questioner enclosed with this tender is to be submitted along with the quotation.
5. **Preference will be given to L1 party. However, HLL reserves the rights to allot the contract to the other parties other than L1.**
6. Tender details are also available on our website: www.lifecarehll.com

Manager (HR)

1.0 ELIGIBILITY CRITERIA

Agencies intending to participate shall fulfill the following qualification criteria:

- 1.1 Bidder should have minimum experience of one year for successfully running of Hotel / catering / providing guesthouse services (Please attach proof thereof).
- 1.2 Bidder should have valid establishment / trade license for carrying out the business of Hotel / catering / care taking of Guesthouse services (enclose copy the documentary proof) Or they should able to produce the License once contract is awarded within the timeline stipulated by the management.
- 1.3 Bidder should submit the EMD amount of Rs. 20000/- (Twenty Thousand) by DD along with the Technical Bid.
- 1.4 The Bidder who qualifies above eligibility criteria will be eligible for following selection criteria
HLL reserves the right to obtain the feedback from the present / previous clients of the Bidder and may depute its team to inspect the site (s) at present contractor (s) for on-the-spot firsthand information regarding the quality of food & care taking services provided by the bidder. Decision of HLL with regard to award of contract will depend upon the feedback received by it from the previous / present clients and also from its team (s) deputed for the purpose. The decision of HLL in this regard will be final & binding on all Bidders.
- 1.5 In house works / Self-certification of works shall be not accepted.

1.6 Documents Required

Bidder shall furnish documentary evidence by way of copies of work order, completion certificate, supporting data, performance certificate etc from the users and balance sheet or audited financial statements including Profit & Loss account statements, IT Assessment or IT Return etc. in support of his fulfilling of the Qualification criteria.

2.0 SUBMISSION OF BID:

The Bid shall be submitted in the following manner in separately sealed envelopes duly superscripted:

PART 1 TECHNO – COMMERCIAL BID

PART 2 FINANCIAL BID

2.1 PART-I of the bid shall contain the following:

- A Bid/ offer in hard copy as per the requirement of the Bidding Document duly signed and stamped on each page.
- B Bidding Documents along with all relevant documents supporting the eligibility criteria.
- C E.M.D of Rs.10,000/- is to be enclosed along with Technical Bid, in the form of D.D drawn in favour of HLL Lifecare limited payable at SBI, Nipani / E- Payment (Beneficiary's Name: HLL Lifecare Limited, State Bank of India, Nipani, Account No: 11130285123, IFSC Code. SBIN0000888) proof to be submitted.

2.2 PART-II of the bid shall contain the following:

A Hard Copy of Schedule of Rates, duly filled in and completed in all respects and shall be signed & stamped on each page. In this part of bid, the bidder shall not stipulate any conditions. There shall not be any overwriting.

No stipulation, deviation, terms & conditions, presumption, basis etc. shall be stipulated in Price Part of the bid. Any condition if stipulated shall be treated as null and void and shall render the bid liable for rejection

3.0 Earnest Money Deposit (EMD) mentioned above shall be in favour of **HLL Lifecare Ltd, Kanagala** in the form of bank demand draft payable at SBI Nipani - 591237. Tender not accompanied by Earnest money will be rejected and such bidders shall not be allowed to attend the opening of tenders. HLL shall not pay any interest on EMD furnished.

4.0 HLL reserve the right to assess Bidder's capability and capacity to perform the Contract by taking into account various aspects such as concurrent commitments, performance etc.

5.0 HLL takes no responsibility for delay, loss or non-receipt of Bidding Document/ Bid sent by Post/ courier. Fax/ e-mail offers shall not be accepted.

**Authorized signatory
HLL Lifecare Ltd,
Kanagala – 591225**

General Conditions of Contract.

1. Bidders are advised to visit and examine the surrounding & existing facilities before submitting the bid.
2. Techno – Commercial bid will contain all the documents/details as required for the eligibility criterion.
3. The scope of work for the service is enumerated in **Annexure –I**
4. The scope of work under this contract is enumerated separately and attaches at **Annexure – II**.
5. The price bid will be evaluated on L1 basis.
6. The bid should be valid at least for 90 days from the date of opening of bid.
7. **Signing of Contract** - The successful tenderer shall be required to execute an agreement in the proforma provided by HLL within 10 days from the date of receipt of the notice of acceptance of tender or letter of intent. In the event of failure on the part of the successful tenderer to sign the agreement within the above-stipulated period, the earnest money will be forfeited and the acceptance of the tender shall be considered as cancelled.
8. The contract will be for a period of **One Year**, extendable by one year on mutually agreed rates for the extended period.
9. The successful bidder with whom HLL enters into agreement for the services would be termed as Contractor.
10. The rates for pantry and material supply wherever applicable should be on fixed rates during the tenancy of the agreements.
11. Conditional rebates in the price bid would not be considered for evaluation of the lowest bidder.
12. The EMD of successful bidder/bidders will be retained as security deposit, which will be refunded without any interest upon successful conclusion of the contract. In addition, a performance guarantee/security deposit for **Rs.30,000/-** will have to be furnished by the successful bidder by way of DD Drawn in favour of HLL Lifecare Ltd; payable at Nipani or by Bank guarantee before signing of the contract. Total of Rs.40,000/- will be retained as SD till the completion of the contract as per Purchase Order.
13. HLL reserves the right to reject any or all bids without giving any reason.
14. The contractor shall be solely responsible for the discharge of all legal obligations under various labour legislations as may be in force from time to time so far as the personnel engaged by him are concerned.

15. It shall be incumbent upon him to register himself with the appropriate authorities including under the Contract Labour (R&A) Act, 1970 and carry out such statutory obligations as may be required.
16. A copy of the various documents, entries made in the various registers and returns sent to various authorities in compliance of various legislations including Contract Labour (R&A) Act, Minimum Wages ACT, and Employees Provident Fund Act etc. shall be forwarded regularly to HLL, failing which the payment for the subsequent months shall not be released.
17. The contractor shall be solely responsible for all statutory deductions including the deductions towards PF, ESI required to be made for the employment of personnel and copy of the challan in proof of depositing amount with the appropriate authorities should be made available to HLL regularly.
18. The personnel so engaged /to be engaged by the contractor shall at no point of time be the employee of HLL and there shall be no relations of employer and employees between HLL and the personnel so engaged/to be engaged by the contractor. These personnel shall neither have lien nor right of employment with HLL.
19. The contractor shall indemnify and keep harmless HLL for any claim by any employee of the contractor engaged by him under Workmen's Compensation Act, Employers Liability Act, or other Acts of like nature respectively, in force from time to time.
20. The contractor shall deploy good and reliable persons of good health and clean record. The contractor shall ensure that such personnel should wear clean **uniforms** while on duty. Washing and any other incidental charges for the uniform shall be borne by the contractor.
21. **Force Majeure** -Any delay in or failure of performance of either party hereto shall not constitute default hereunder or give to any claims for damages, if any to the extent such delays or failure of performance is caused by occurrences such as Act of God or the public enemy; expropriation or confiscation of facilities by Government authorities, compliance with any order or request of any Governmental authority, acts of war, rebellion or sabotage or damage resulting there from, fires, floods, explosion, riots or strikes. The contractor shall keep record of the circumstances referred to above which are responsible for causing delays in the completion of work and bring these to the notice of HLL.
22. **Right of HLL to Forfeit Security Deposit** – Whenever any claim against the contractor for the payment of sum of money arising out of or under contract, HLL shall be entitled to recover such sum by appropriating in part or whole, the security deposit of the contractor. In the event of the security deposit being insufficient, then the balance or the total sum recoverable, as the case may be, shall be deducted from any sum then due or which at any time

thereafter may become due to the contractor under this or any other contract with HLL and should this be not sufficient to cover the recoverable amount the contractor shall pay to HLL on demand the balance remaining due. The security amount of Rs.50,000/-referred to at S.No.11 will also have to be made good by the contractor till successful completion of the contract.

23. **Contractor's subordinate staff and their conduct.**

- (a) The contractor after the award of the work should name the person responsible for the work, to which equipment and material if any, will be issued and to whom all instructions and notices can be issued.
- (b) The contractor shall provide to the satisfaction of HLL sufficient and competent staff to supervise the execution of the contract.
- (c) The contractor shall be responsible for the proper behavior of all the staff and shall exercise a proper degree of control over them and in particular and without prejudice, the contractor shall be bound to prohibit and prevent any employees from trespassing or acting in any way detrimental or prejudicial to the interests of the community or occupiers of the land and properties of the neighborhood and in the event of such employee so trespassing, the contractor shall be responsible therefore and relieve HLL of all consequent claims or actions for damages or injury or any other grounds whatsoever. The decision of HLL upon any matter arising under this clause shall be final.
- (d) If and whenever any of the contractors employees shall in the opinion of HLL be guilty of any misconduct or be incompetent or negligent in performance of their duties or that in the opinion of HLL, it is undesirable for administrative or any other reason for such person or persons to be employed in the works, the contractor if so directed by HLL, shall at once remove such persons from employment thereon. Any person or persons so removed from the works shall not again be employed in connection with the works without written permission of HLL. Any person so removed from the works shall be immediately replaced at the expense of the contractor by a competent substitute.
- (e) If and when required by HLL all contractor's personnel entering upon the premises shall be properly identified by badges of a type acceptable to HLL which must be worn all times on the premises of the company.

24. **Sub Letting of Work** – No part of the contract or share or interest there in shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any firms.

25. **Operation of Contract** – Regardless of the place of contracting, place of performances or otherwise, this agreement, and all the amendments modifications, alterations, or supplements, thereto shall be governed by the laws of India and particularly the State of Karnataka

26. The contractor is liable to keep HLL indemnified for the losses/ damages to the properties of HLL

27. **Penalty** -In the event of failure to comply with the obligations stipulated in the contract, suitable penalty shall be applied by HLL and shall be deducted from the monthly bills of the contractor.
28. **Billing** - Payments will be released on monthly basis within a fortnight after receipt of bill duly verified by the concerned department that the services provided during the month are satisfactory. Bill shall be raised by the contractor on **every 1st day** of the succeeding month and bills will be submitted for payment along with the EPF and ESI deposition and details of service tax paid to the bill processing section.
29. **Taxes, Duties** -The contractor is liable to pay all taxes, duties and obligations arising out of this contract and keep HLL fully indemnified in respect thereof.
30. The contractor is fully liable for compliance of all labour laws and keeps HLL indemnified in respect thereof.
31. **Termination:**
 - a) By HLL: HLL reserves the right to terminate the contract giving one month notice without giving any reason there off/ non satisfactory performance of the contract.
 - b) By the contractor: The contractor may withdraw the contract prematurely by giving minimum three months' notice, however, in that case 100% of the security deposit will be forfeited.
 - c) On termination/expiry of the contract, the contractor will hand over all the equipments/ furniture/ articles etc supplied by HLL in good working condition to HLL failing which the items will have to be replaced to HLL.
32. **Arbitration:** If any dispute or difference of opinion arises between the parties in relation to interpretation and implementation and implementation of any of the above clauses, the same may be resolved through negotiations between the parties. However, notwithstanding negotiations by and between the parties the dispute or difference of opinion is not resolved; the same shall be referred to the Sole Arbitrator by either party. The sole arbitrator shall be appointed by HLL. The arbitration proceedings shall be as per the provisions of the Arbitration and Conciliation Act, 1966 and Rules made thereof. The award made by the Sole Arbitrator in pursuance thereof shall be final and binding on the parties. The place of arbitration shall be at Belgaum and the language for the purpose of such proceedings shall be in English.

The above terms and conditions laid down in SL.No.1 to 32 are acceptable to us and will be binding on us.

Signature of the authorized signatory: _____

Date: _____

Name, Address, Telephone numbers & Stamp of the firm.

SCOPE OF WORK

1. The contractor will be responsible for daily cleaning of all the Guest Rooms, toilets, driver rooms, servant room and basement in the Guest House. They will ensure that material used for cleaning will be of proper standard.
2. Daily Cleaning of Toilet, cloth, Bed-sheets, curtain, utensils, floor, bathroom etc will be the responsibility of the contractor. The required cleaning material should be arranged by the contractor.
3. All the areas of the Guest House where carpets, curtains etc., are installed shall be vacuum cleaned twice a week. Vacuum cleaner shall be provided by HLL.
4. All sofa sets, tables, and other furniture and fixtures installed in the Guest House shall be cleaned/de-dusted on daily basis.
5. Clean towels, bed sheets, blanket, pillow covers etc., shall be provided to visiting guests every day. (Towels, bed-sheets shall be provided by HLL, washing & pressing will be the contractor's responsibility)
6. The Contractor shall be responsible for providing Toilet accessories like soaps, liquid soap, shaving cream, disposable razors of good quality, shampoo, hair oil, toilet rolls, odonil, naphthalene balls, tissue-papers etc., for use by guests.
7. HLL shall provide the cutlery items for dining hall. However, the contractor will be responsible for proper cleaning and maintenance thereof.
8. HLL shall release the payment for cable connection for all the TV sets in the guesthouse. However, in case of any damage because of carelessness of the contractor's worker the cost of repair / replacement shall be recovered from the contractor's Bill
9. Any other work/job required to be done for smooth functioning of Guest House.
10. The contractor shall provide good hygienic food (Vegetarian & Non-Vegetarian) North and South Indian as well as continental food items and water mentioned in Annexure – II.
11. Very high standards of hygiene and cleanliness shall be observed in the running of the kitchen, the Dining Hall and connected services by the Contractor and workers engaged by Contractor including those responsible for collection of used utensils and daily disposal of garbage and refuse.
12. HLL shall provide pest and termite control measures on regular basis.
13. The contractor will also provide mosquito repellents like all-out/good night / mortein in every room.
14. The cooks / serving person should use cap, mask, gloves & uniform. The cost of such items is to be borne by the contractor only.

FINANCIAL BID

(SHOULD BE SUBMITTED IN SEPARATE ENVELOPE)

Sl. No.	Item Description	Approx. Qty Per Month	Rate Per Unit
1	Monthly maintenance / Housekeeping charges (Including all materials, manpower (care taker) cost)	Lump Sum	Rs . Per Month
2.	Catering charges (Inclusive of cook salary)	Lump Sum	Rs Per Month
Tea / Coffee			
1.	Tea regular (One cup) with 2 Pcs of Britannia fiber / Good Day / Marie gold or similar biscuits	---	
2.	Tea Bags Tea (One cup) with 2 Pcs of Britannia fiber / Good Day / Marie gold or similar biscuits	---	
3.	Coffee (One cup) with 2 Pcs of Britannia fiber / Good Day / Marie gold or similar biscuits	---	
Breakfast			
1	Idly (5 Pcs) with Sambar & Chatani with Tea / Coffee / Milk	---	
2	Dosa plain (3 pcs) with potato bhaji, sambar & chatani with Tea / coffee / Milk	---	
3	Bread with Jam / butter (4 Pcs) With tea / coffee / Milk	---	
4	Egg Omelet (2 eggs) with 4 pcs of bread with Tea / coffee / Milk	---	
5	Kurma Puri Puri (4 Pcs), Potato Bhaji, Kurma with Tea / Coffee / Milk	---	
6	Poha / Upma with Chatani with Tea / Coffee / Milk	---	
LUNCH / DINNER			
1	Veg Lunch / Dinner (Normal) Two sabzi, Dal, Chapati / Phulaka, Rice, Curd, Salad, Papad, Pickle & sweet / Banana	---	
2	Non-Veg Lunch /Dinner (Normal) Consisting of 1 non-veg item i.e. chicken / mutton / fish / egg curry, with chapatti / Phulaka, rice, raita / curd sald, papad pickle & sweet / Banana	---	
3	VIP Veg. Lunch / Dinner Consisting of 2 veg items, rice, chapatti / Phulaka, Salad, Raita / curd, Papad, Pickle & sweet / Banana / fresh cut fruits (all seasonal fruits 200 Gms / plate)	---	

4	VIP Non-Veg Lunch /Dinner (Normal) Consisting of 1 non-veg item i.e. chicken / mutton / fish / egg curry, with chapatti, rice, raita / curd salad, papad pickle & sweet / Banana / fresh cut fruits(all seasonal fruits 200 Gms / plate)	---	
5	Buffet Lunch / Dinner (Veg) 2 items of Spl veg + rice + sambar + rasam + nan / roti / chapatti + veg rice+ veg pulav + veg curry + curd rice + Veg salad + Glazed vegetables + Raita + Sauce + Ice cream	Rate Only	
6	Buffet Lunch / Dinner (Non-Veg) 2 items of Non- veg + rice + sambar + rasam + nan / roti / chapatti + veg rice+ veg pulav + veg curry + curd rice + Veg salad + Glazed vegetables + Raita + Sauce + Ice cream	Rate Only	

Note: The quantities required subject to Guest arrival. The L1 shall be decided considering the total value for the above quantities except for the RO (rate only) items.

Place:

Date:

Sign & seal of the Contractor.

Additional Items
As per requests of the Guests.

Sl. No.	Item	Rate
1	Mineral Water (1 Ltr bottle of reputed make)	
2	Chicken Tikka (8 Pcs. Per plate)	
3	Fish fry / Fish Pakora (8 Pcs) per plate	
4	Chicken lollipop (6 Pcs) per plate	
5	Lassi sweet / salted 250 ML.	
6	Fresh lime water (sweet / salted) 250 ML.	
7	Veg. Sandwich / cheese sandwich	
8	Soda bottle 500 ML.	
9	Cool Drinks (mazza, 7 up, Miranda, coke etc.) bottle of 500 ML.	
10	Tea Regular (Green / black / lemon)	
11	Fruit Juice (Canned) 250 ml. Pcak / one glass	
12	Extra Omlete with 2 eggs	
13	Extra Puri (4 Pcs)	
14	Extra Idli (2 Pcs)	
15	Extra Dosa (2 Pcs)	
16	Extra Bread Slices (2 Pcs)	
17	Green Salad Plate	
18	Onion Pakoda 6 Piece	
19	Potato Chips (100 Gms)	
20	Green Mutter (100 Gms)	
21	Ground Nut (100 Gms)	
22	Cold Drinks (2 Litre Bottle)	
23	Special PaneerBhazi	
24	Chicken 65 Plate	

25	Boiled Egg (Single)	
26	Boiled Egg (Double)	
27	Omlet (Single)	
28	Omlet(Double)	
29	Bread Jam (2 Piece Bread + Jam)	

Place:

Date:

Sign & seal of the Contractor.

Suggested brands raw material to be used/served

01.	Cooking oil	Sunflower oil (in sealed containers) Sundrop / Saffola / Nature Fresh / Gemini
02.	Masala	MDH/Everest / Badshah
03.	Wheat Flour	Nature Fresh / Rajdhani/ Annapurna/ Captain Cook/ Aashirwad
04.	Rice	SonaMasoor or better quality
05.	Ghee / vanaspati	Gagan / Rath / Amul
06.	Jam/Tomato sauce	Kissan/Maggie
07.	Butter	Amul
08.	Tea Bags	Nes tea /Twinings / Tajmahal / TATA
09.	Tea Powder	Society / Lipton / Tajmahal
10.	Coffee	Nescafe / Bru
11.	Pickle	Maggie / Patankar / OR any other reputed brand.
12.	Sugar Cubes	Daurala / reputed make.
13.	Salted Biscuits	Monaco/ Krack Jack / Britannia 50-50 / Britannia Maska Chaska
14.	Sweet Biscuits	Britannia Marie Gold/Cream/Parle-G/Good day/Little hearts/Hide & Seek /Milk Bikies/Bourn-Bourn/ Orange Cream Priya Gold/Sunfeast
15.	Water Bottle	Bisleri / Kinley / Aquafina

Note: In addition to above, Guest House In-Charge of HLL may suggest any brand, which shall be adhered by contractor.

Place:

Date:

Sign & seal of the Contractor.