

HLL/HCS/Tender-GeM/2026-27/09
DTD: 20.07.2026



HLL LIFECARE LIMITED

(A Govt. Of India Enterprise)

CIN: U25193KL1966GOI002621

HLL Bhawan , Poojappura. P. O, Thiruvananthapuram – 695012, Kerala, India

Phone: 0471- 2775600, 2775639

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HLL Lifecare Limited (HLL) hereby invites online bids through <https://gem.gov.in> for Hiring of Vehicles (Maruti EECO) on lease rental basis. Detailed requirements and terms & conditions are available in GEM Portal <https://gem.gov.in>.

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 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 NIT 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 NIT document is complete in all respects and firms submitting their bids are satisfied that the NIT 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 Lifecare limited (HLL), Thiruvananthapuram reserves the right to reject any or all of the applications submitted in response to this NIT 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 NIT Application.

HLL reserves the right to change/modify/amend any or all of the provisions of this NIT 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 NIT document, any matter deemed to form part of this NIT 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.

NOTICE INVITING BID

HLL Lifecare Limited (HLL), a Government of India Enterprise invites online bids TWO BID system (Technical and Price) from eligible, competent and experienced bidders for providing the following vehicles **registered on or after 01.01.2024 (The vehicle should not have covered more than 30,000 kms)** on lease rental basis for a period of **ONE YEAR**.

SI No	Particulars	Description
1	Name of Item/Work	Two Maruti-Eeco Vehicles (basic Ambulance) on monthly lease rental basis which will be used for HLL's home healthcare services . The vehicles should have Kerala State registration certificate. The vehicle shall be operational throughout the month (24 hours service) including all Sundays and Holidays.
4	Bid Security/EMD	Rupees Twenty Eight thousand and Eight Hundred only (Rs. 28,800)
5	HLL A/c Details for payment of EMD (Payment mode: NEFT/RTGS)	Name of Bank : HDFC Bank Limited A/c number : 00630330000563 IFSC Code : HDFC0000063 Branch name : Vazhuthacaud Branch, Thiruvananthapuram
6	Eligibility criteria for Bidders	As per the document
7	Date of Prebid meeting	As Mentioned in GEM Portal (https://gem.gov.in/) Online meeting link for prebid meeting : Wednesday, July 22 · 11:00 am – 12:00 pm Link: meet.google.com/kzh-kvkw-ehj
8	Last Date and Time for Online submission of bids	As Mentioned in GEM Portal (https://gem.gov.in/)
9	Date and time of opening of the-Tender	As Mentioned in GEM Portal (https://gem.gov.in/)
10	Address for Communication at HLL regarding the tender	Associate Vice President i/c & Business Head (HCS) Health Care Services Division HLL Lifecare Limited, Corporate & Regd Office HLL Bhavan, Poojappura, Thiruvananthapuram-695012 E-mail: hcstenders@lifecarehll.com

1. A Pre-Bid Meeting is scheduled on the date as mentioned above to clarify the queries of the prospective bidders. If any changes in the Scope of the Contract and Terms & Conditions evolved during the Pre-Bid Meeting, it will be published in the GeM Portal as an Amendment/Addendum.
2. The bidder shall furnish, as part of this bid, Earnest Money Deposit (EMD) for an amount of Rs. 28800/. The EMD is required to protect the purchaser against the risk of bidder's conduct, which would warrant the forfeiture of bid security. The EMD shall be in the form of RTGS/NEFT transfer or a Bank Guarantee from Scheduled Banks.

3. The EMD of the unsuccessful bidder will be discharged/returned as promptly as possible as but not later than 30 days after the expiry of the period of the bid validity.
4. SSI/MSE units interested in availing exemption from payment of Bid Security should submit a valid copy of their registration certificate issued by the concerned Udyam. If the bidder is a MSE, it shall declare in the bid document the Udyam Memorandum Number issued to it under the MSME Act, 2006. If an MSE bidder does not furnish the UAM Number along with bid documents, such MSE unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012. But the Party must provide Performance Security/Security Deposit if Bid is awarded to them.
5. SSI/MSE units must submit a Bid Security Declaration Form to avail Bid Security exception. The offer shall be in Indian Rupees. No Foreign exchange will be made available by the purchaser. The supplier shall quote as per price schedule for all the items given in the schedule of requirement.
6. The Rates quoted by the Bidder shall be rounded to two decimal places. The decimal places in excess of two will be discarded during evaluation.
7. The Technical Bids will be evaluated based on the eligibility criteria and responsiveness to the bid requirements. The Price Bids of bidders who fulfill the Technical bid requirements only will be opened for further evaluation. HLL Lifecare Limited reserves the right to reject any or all the offers/bids without assigning any reason.
8. In the event of the date specified for bid receipt and opening being declared as a closed holiday for HLL's office, the due date for submission of bids and opening of bids will be the following working day at the appointed times.
9. HLL may, at its discretion, extend this deadline for submission of bids by amending the Bid Documents or any other reasons, in which case all rights and obligations of the HLL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended. HLL will not be held responsible for the postal delay, if any, in the delivery of the bidding document or the non-receipt of the same. The company reserves the right to change the qualifying criteria at their discretion and to cancel the bid or reject any of the bids without assigning any reason thereof.
10. Vendors who do not meet the Minimum Eligibility Criteria will be disqualified and their Price bids will not be opened.
11. Any changes regarding the extension of bid time etc. shall be communicated through GEM Portal only.
12. **Associate Vice President i/c & Business Head (HCS)** reserves right to cancel this bid at any point of time without assigning any reason.

Associate Vice President i/c & Business Head (HCS)

GENERAL INSTRUCTION TO BIDDERS

- 1) This is an e-tender in which tenders are being invited online through GeM portal and it is mandatory to submit tender in Technical bids – (part I) and Price bids (Part-2) online at GeM Portal (<https://gem.gov.in/>) by specified date and time.
- 2) The bidder shall read all the terms and conditions of the tender document thoroughly before submission of bids.
- 3) The rates are to be filled online in attached excel format in GeM for the quoted items strictly as per unit pack size mentioned in the format for the concerned item.
- 4) Any condition/s mentioned by the bidder anywhere in his bid, which is/are in contradiction with the conditions contained in this tender document will not be considered and terms & conditions contained in this tender document will prevail. Therefore, only those bidders shall submit bids which meets the requirement stipulated in this tender document and agrees with the terms & conditions of the tender document.
- 5) Bidders quoting equipment manufactured in countries sharing land border with India shall have to comply with GFR Rule 144 (xi) and have relevant registration.
- 6) For MSME registered bidders, the proof of registration in the line of work and monetary limit shall be attached.
- 7) **Preference to Make In India products (For bids < 200 Crore):** 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.
- 8) 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 Supplier s as per MII order dated 16.9.2020 will be eligible to bid. Non - Local Supplier s 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.
- 9) **Bid Security (EMD), IF APPLICABLE:**
EMD as per the tender conditions shall be paid separately, thru RTGS/NEFT transfer in the following HLL A/c details:
Name of Bank : HDFC Bank Limited, Trivandrum
A/c number : 00630330000563
IFSC Code : HDFC0000063
Branch name : Vazhuthacaud Branch, Thiruvananthapuram

Document of the above transactions (UTR NUMBER and DATE OF UTR) 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 / Supplier 's bid will be evaluated only if payment is effective on the date and time of bid opening.

NOTE

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

Schedule-A

TERMS AND CONDITIONS FOR HIRING VEHICLES FOR HOME HEALTHCARE SERVICES

1. BACKGROUND

HLL is in the process of commencing home health care services at Thiruvananthapuram District of Kerala. To commence the operations, HLL intends to hire two numbers of vehicles- Maruti EECO on lease rental basis, in accordance with the technical specifications outlined in this document, through a tender process by inviting bids from eligible suppliers

2. BIDDING DOCUMENT

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of their bid without any further reference to the bidder.

Any delay in receipt of the bid will be at the bidder's risk. HLL Lifecare Limited reserves the right to reject any or all the bids without assigning any reason.

3. SCOPE OF SUPPLY/SERVICES

- a. The scope of services includes leasing, customization, delivery, deployment, comprehensive maintenance, and upkeep of Two (2) Maruti Suzuki EECO vehicles including driver for Home Healthcare Services of HLL Lifecare Limited.
- b. The Vendor shall provide all incidental services necessary for successful deployment and operation of the vehicle(s), including but not limited to:
 - Vehicle as basic ambulance with patient bystander seats.
 - Vehicles must be suitably modified and equipped to support home healthcare service delivery, including transportation of healthcare personnel, medical equipment, consumables, wheelchairs, stretchers, and patients, wherever required
 - The successful bidder shall provide the vehicles with drivers and shall bear all costs associated with their operation and upkeep, including fuel, lubricants, tyres, batteries, repairs, maintenance, insurance, taxes, permits, and all other applicable statutory charges throughout the contract period
 - Installation, integration, and testing of all prescribed accessories, medical equipment, storage systems, electrical fittings, branding, and safety equipment.
 - List of equipment to be installed mandatorily: Portable stretcher trolley and central oxygen connection or oxygen cylinder.
 - Registration, insurance, permits, statutory approvals, and other regulatory compliances.
 - Demonstration and orientation to HLL personnel on the operation of the modified vehicle and installed accessories/equipment.

- Comprehensive preventive and breakdown maintenance throughout the contract period.
- Replacement vehicle during breakdowns or prolonged maintenance, as stipulated in the Contract.

c. Specification of the Vehicle/Ambulance to be provided:

- Type : Maruti – Eeco
- Model : 2024 or later
- Fuel : Regular Petrol/ Diesel/ CNG
- Oxygen cylinder clamp
- First Aid box without items : 1 No.
- Portable Stretcher Trolley: 1 No.
- Patient bystander seats
- Roof Lamp with revolving light : 1 set
- Stand for IV Fluids (IV Stand): 1 No.
- Emergency siren: 1 No.
- Attendant seat for 2 persons: 1 No.
- Small basin: 1 No.

d. The vehicles shall be delivered in fully roadworthy condition, complete with all specified modifications, accessories, fittings, statutory approvals, and documentation.

e. The bidder shall quote for the complete requirement. Partial bids shall not be accepted.

f. Lease period will be initially for a period of One year with a provision for extension.

g. The vehicle(s) shall be delivered and deployed within 25 days from the date of issuance of the Work Order/Purchase Order.

h. The date of delivery shall be the date on which the vehicle(s) are delivered and accepted at the designated HLL location after inspection and verification of compliance with the tender specifications.

i. The delivery location shall be:

HINDLABS Diagnostic Centre & Specialty Clinic – TRIDA complex, Medical College, PO, Thiruvananthapuram, Kerala.

j. Offered vehicles shall be registered on or after 01.01.2024 and vehicle should not have covered more than 30,000 KMs.

k. The bidder should not offer vehicles which are already under contract with other units of HLL or any other institutions.

l. Normally HLL will accept the vehicles with the type of fuels for the hired vehicle as provided by the successful bidder. However, HLL reserves the right to opt for the type of fuel.

m. The total quantity indicated herein are based on the current requirement and in case less or more number of vehicles are required the suppliers should be prepared to effect supply at short notice on the same terms and conditions.

4. EXPERIENCE OF THE BIDDER

Bidder shall submit the list of contracts executed in the last 3 Years along with the bidder. List of major clients shall also be attached with the bid. In the case of Govt. Orders, Performance Certificate issued by the Officer-In-Charge shall be attached with the bid as Pre-Qualification Criteria.

5. BID VALIDITY

The validity of both Technical Bid and Price bid shall be valid for 180 days. However, HLL reserves the right to limit/extend the validity period without assigning any reason.

6. TECHNICAL BID & PRICE BID EVALUATION

- a. This section is in addition to and mandatory over the existing clause(s) as per GeM. A duly constituted Technical Evaluation Committee (TEC) will evaluate the technical bids received against the Minimum Eligibility Criteria as mentioned in Schedule-C of this document and supporting documentary proofs. During evaluation of bids, HLL may, at its discretion, ask the bidder for a clarification of its bid through GeM portal. The request for clarification and the response shall be through GeM portal and no change in prices of the bid shall be sought, offered or permitted.
- b. Only those bidders which meet all the Minimum Eligibility Criteria as provided in Schedule-C in this document shall be considered for the opening of Price Bid.
- c. The rates shall be quoted in the GeM Portal Format.
- d. The rates quoted shall include Wages for the Driver, Cost of Fuel, Taxes, Insurance, and Service Charges. The bidder shall solely be responsible for compliance of statutory and non-statutory requirements involved in providing the vehicle on monthly rental.
- e. Technically qualified Tenders will be considered for placement of order on the basis of L1 quoted for Sl. No. 1 in the price bid. HLL reserves the right to negotiate with L1 tenderer and in such case negotiated price will be considered for award of contract.
- f. The rates quoted shall include Taxes, Insurance, maintenance and Service Charges. The bidder shall solely be responsible for compliance of statutory and non-statutory requirements involved in providing the vehicle on monthly rental.
- g. The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether all items of the corresponding Technical Proposals have been quoted). The bidders, who confirm all the commercial conditions and submitted the required documents as per the tender are considered as commercially acceptable.
- h. HLL will compare the quoted rates, especially L1 Rate with existing and prevailing market rates. Abnormal variations in the rates will be considered as erroneous quote and will be disqualified.
- i. The financial proposal quoted with partial quantity will be summarily rejected.

7. SUCCESSFUL BIDDER

Bidder quoting the Lowest Price and conforming to all the conditions in the Minimum Eligibility Criteria will be considered as the successful bidder.

8. AWARD OF CONTRACT

HLL will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

9. ACCEPTANCE OF ORDER

The successful bidder shall give acceptance of the order placed, by sending duly signed copy of the Purchase Order within 7 days from the date of order, failing which, the Purchaser shall have right to cancel the order.

10. COMMENCEMENT OF CONTRACT

- a. Successful bidder shall commence the contract within 20 days from the date of issue of Work Order.
- b. Minimum 50% of the Vehicles provided against this contract shall be in the ownership of the Successful Bidder. Remaining 50% of the vehicles, as the case may be, shall be arranged on Attachment Basis and in such cases, declarations from the Original Owners of the vehicles shall be submitted along with the agreement.

11. SECURITY DEPOSIT

The successful bidder shall remit an amount of Rs.43200/- per vehicle as Security Deposit while entering into the contract/agreement.

Bidders will have the option to convert the Earnest Money of successful bidder/s to Security Deposit and they will be required to remit only the balance amount within seven days of finalization of bid. EMD remitted will be forfeited if the successful bidder withdraws after opening the bid.

12. PERIOD OF CONTRACT

The contract will be for a period of ONE year. On successful completion of 1 year, the contract can be further extended upon mutual consent of both parties under the same terms and conditions.

13. PAYMENT

- a. Bidder shall submit Monthly Bills for vehicles on or before 5th working day of every month for the respective previous month.
- b. Proof / Certificate of having paid the wages of the driver for the respective month shall be submitted by the bidder along with the Monthly Bill.
- c. The payments will be released within 15 days of bill submission after verification of Bills with Trip Sheet and wages paid to the drivers in the respective month..
- d. No advances will be made regarding the service provided by the supplier/bidder and the payment will be made only on monthly basis on the presentation of bill after statutory deductions such as GST / Income Tax.
- e. The supplier/bidder should also ensure that wages, PF & ESI and other statutory requirements as applicable for the drivers are being met by the successful bidder.
- f. The charges for additional Kilometers, if any, will be paid every month at the rates finalized.
- g. Monthly payment to the successful bidder shall be released through RTGS/ECS/NEFT. Charges

for the transfer of amount if any will be on account of the successful bidder. The successful bidder shall provide all the details like Name of the Bank, Account No., Address of the Bank, Branch Code, IFSC Code of the bank, Type of the Account, Contact No. for account related queries etc.

- h. No payment shall be made for any extra movement such as to and fro from garage for servicing or any other used by driver etc.

14. PAYMENT TO THE DRIVERS

- a. Payment to the drivers deputed for the contract of HLL shall be release before 5th of every month. Proof / Certificate of having paid the wages of the driver for the respective month shall be submitted by the successful bidder along with the Monthly Bill. If the bidder fail to release the salary of the drivers in the preceding month of billing month, HLL will release the salary payment to the drivers directly and the same amount will be deducted from the monthly bills of the successful bidder. In such cases, salary of the drivers will be calculated based on the prevailing Minimum Wages of the government.
- b. If the successful bidder fails to release the salaries of the drivers in two consecutive months, it will attract the termination of the contract.

15. TERMINATION BY DEFAULT

HLL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, **terminate the Contract** in whole or part under the following conditions;

- a. If the bidder fails to supply vehicles for a period of two consecutive days
- b. If the successful bidder fails to release the salaries of the drivers in two consecutive months
- c. If the bidder fails to perform any other obligation(s) under the contract.

In the event of such termination of contract, HLL will be entitled to invoke security deposit provided by the Bidder.

16. INDEMNITY CLAUSE

The bidder shall indemnify and hold harmless the Purchaser from and against all claims, liability, loss damage or expense, including counsel fees arising from or by reason of any actual or claimed trade mark, patent or copy right infringement or any litigation based thereon with respect to any part of the items covered by the Contract, and such obligations shall survive acceptance of payment for the items

17. INTERNAL DISPUTE SETTLEMENTS

In the event of any dispute the same shall be referred to the Associate Vice President i/c & BH (HCS), HLL Lifecare Limited, Corporate & Registered Office, Poojappura, Thiruvananthapuram 695012. The decision of Associate Vice President i/c & BH (HCS), in the matter shall be final and binding.

18. CANCELLATION OF TENDER & VEHICLES

- a. The tender is liable to be suspended or cancelled at any time and at any stage at the discretion of the company without assigning any reason.
- b. HLL also reserves right to accept or reject any particular bid found to be forged or incorrect at any time and at any stage at the discretion of the company without assigning any reason.

- c. HLL also reserves right to cancel any particular vehicle provided by the successful bidder without assigning any particular reason and in such cases successful bidder is bound to provide alternate vehicles, meeting the tender requirement.
- d. The company reserves the right to cancel the bid or to award the bid to one or more bidders fully or partially at its discretion.
- e. HLL Lifecare Limited reserves the right to reject any or all the bids without assigning any reason.

SCHEDULE- B

SPECIAL CONDITIONS FOR HIRING PASSENGER CARS FOR OFFICIAL USE

ON CONTRACT BASIS

- 1) All the vehicles provided to HLL must be registered in the state of Kerala.
- 2) The vehicle should be registered **on or after 01.01.2024 and the vehicle should not have covered more than 30,000 KMs.**
- 3) The vehicle should be either Petrol / Diesel/ CNG variant with a functional A/C system.
- 4) The vehicles provided should be roadworthy, in good mechanical condition, with valid Registration, Road Permit, Road Tax & Insurance, to carry out the passenger transportation and should be made available for inspection during the bid process if required. The copy of RC Book, Road Tax receipt, Insurance, Fitness Certificate, relevant permit & Pollution Under Control Certificate duly self-attested shall be submitted along with bid document for the offered vehicles.
- 5) The bidder shall provide the same vehicle offered (as per bid specification only) at the time of bid submission (ensure to continue to provide the same vehicle offered in bid document– RC details attached in the bid document).
- 6) The vehicle shall remain stationed at the designated HLL location on a 24x7 basis and shall be available exclusively for HLL's Home Healthcare Services throughout the contract period. During non-operational hours, including office closing hours, weekends, and public holidays, the vehicle shall be parked within the premises of HINDLABS Diagnostic Centre & Specialty Clinic, Thiruvananthapuram, or at any other location as may be designated by HLL from time to time. The Vendor shall not remove or utilize the vehicle for any other purpose without the prior written approval of HLL. The vehicle shall be maintained in a state of operational readiness at all times for deployment as and when required by HLL.
- 7) The vehicles shall be provided on 24 x 7 basis for all the days including Sundays & holidays. Alternate Sundays may be given off at the discretion of the company. Running Kilometers/Month: Minimum running Kilometers of 2400 KMs in a month.
- 8) Name boards as per RTO/KMVD rules i.e. "On contract with HLL Lifecare Limited, Government of India" to be displayed above the front and rear number plates of all vehicles provided during the contract period. The specifications of the same will be intimated once contract is awarded. Vehicles without the name board shall not be permitted for duty under any circumstances. No other stickering or branding shall be allowed on the hired vehicles.
- 9) Regular availability of fuel in the vehicles should be always ensured by the successful bidder.
- 10) The vehicle should be cleaned daily (both inside & outside). The vehicle should be serviced once in a month & the service report should be submitted to the HLL Lifecare Ltd, Corporate Office. The vehicle should be taken out for service only on holidays with permission from HLL.
- 11) In case of any accident, the selected bidder will be solely liable and HLL will not have any liability for damage or compensation.
- 12) The bidder shall bear the cost of all the maintenance work of the vehicle provided. In case, the vehicle cannot be made available due to breakdown, Inspection etc., the bidder shall make alternative arrangements to provide substitute vehicle of the same category at his expense, (ensure to continue to provide the vehicle having same period of Year of Registration, Make, Model etc, bid document – RC details attached in the bid document) roadworthy, in good condition, and should

have valid Registration, Road Permit, Road Tax and Insurance, to carry out the home healthcare services failing which the amount borne by the company to arrange a vehicle, will be recovered from the bill of the bidder.

- 13) The Service Provider shall, at its own cost, obtain and maintain valid and comprehensive insurance coverage for the vehicle(s) deployed under the Contract throughout the entire contract period, in accordance with the provisions of the Motor Vehicles Act, 1988, and other applicable laws and regulations.
- 14) The insurance shall, at a minimum, include comprehensive motor insurance covering own damage, third-party liability, personal accident cover for the driver, and any other mandatory insurance as required under applicable law. Where additional medical equipment or accessories are installed in the vehicle(s), the Service Provider shall ensure that such equipment and accessories are adequately insured against loss or damage.
- 15) The Service Provider shall keep the insurance policy valid throughout the contract period and shall furnish copies of the insurance policy and any renewals to HLL whenever required. Failure to maintain valid insurance shall be treated as a material breach of the Contract.
- 16) Any loss, damage, theft, accident, or liability arising from the ownership, operation, or deployment of the vehicle(s), except where directly attributable to the conduct of HLL, shall be the sole responsibility of the Service Provider. The Service Provider shall promptly settle all insurance claims and shall ensure that the continuity of services is not affected.
- 17) The vehicle shall be made available at all time in roadworthy condition duly substantiated with 'Fitness Certificate' so as to give uninterrupted service. Upholstery, painting of ambulance is to be maintained in good condition. In case contractor fails to provide the contracted vehicle on any day, HLL shall be at liberty to make suitable alternative arrangement. All such expenditure as also damage / losses incurred by HLL as a result of breakdown of the selected bidders vehicle/break in service will be deducted from the monthly running bill of the contractor and such damage / losses shall be determined by HLL at its sole discretion.
- 18) The Selected bidder shall ensure that the vehicle under this contract arrangement is covered by a Comprehensive Insurance Policy throughout the tenure of the contract. Under no circumstances shall the company HLL be liable to compensate for any loss or damage that may be caused to/by the vehicle while engaged in discharge of the contractor's obligations under this contract.
- 19) In the event that any deployed vehicle becomes unavailable due to accident, theft, major repairs, or any other reason, the Service Provider shall provide a replacement vehicle of equivalent or higher specifications within the time stipulated under the Contract, without any additional cost to HLL
- 20) The odometer indicating the kilometer should be accurate and in working condition as per the regulations of the RTA concerned. The kilometer reading will be recorded at the Hindlabs Trida premises, ie. kilometer at the time of going out of the Hindlabs Trida premises, and at time of returning to Hindlabs Trida premises,. The odometer of the vehicle should be in working condition and in case any defect occurs, it shall be rectified within 3 days after making alternate arrangements to perform the work undertaken.
- 21) Logbook will be kept in the vehicle under the custody of the driver for recording the distances of journeys performed and will be verified on daily basis for settlement of monthly bill.
- 22) The driver shall fill in the trip sheet forms made available from the Security Gate.
- 23) The drivers and vehicles should be covered by valid Insurance and the Payment of compensation in case of any accident or otherwise shall be the responsibility of the bidder.

- 24) The Service Provider shall be solely responsible for the preventive and breakdown maintenance of the vehicle(s) deployed under the Contract and shall ensure that the vehicle(s) remain in good mechanical condition, roadworthy, safe, and compliant with all statutory requirements throughout the contract period.
- 25) The Service Provider shall provide, at its own cost, all spare parts, tyres, batteries, lubricants, consumables, accessories, and other materials required for routine servicing, preventive maintenance, repairs, and replacement of worn-out or defective components. Only genuine or manufacturer-approved spare parts and consumables shall be used.
- 26) The Service Provider shall maintain adequate inventories of essential spare parts and consumables to minimize vehicle downtime and ensure uninterrupted availability of services.
- 27) In the event of any mechanical failure, accident, major repair, or scheduled maintenance that renders a vehicle unavailable, the Service Provider shall provide a replacement vehicle of equivalent or higher specifications within the time stipulated in the Contract, without any additional cost to HLL, so that service delivery is not disrupted.
- 28) The Service Provider shall maintain complete service and maintenance records for each deployed vehicle and shall produce such records for inspection by HLL whenever required.
- 29) The bidder shall solely be responsible for compliance with statutory and non-statutory requirements involved in providing the vehicle on monthly rental.
- 30) In case of failure in providing the vehicle for any reason, deduction will be made from the bidders monthly bills, as penalty, in following manner.
 - a) Failure to provide the vehicle per day : Amount Rs.4000/vehicle
 - b) Failure to provide the vehicle for half day : Amount Rs.2000/vehicle
- 31) The vehicle should be able to undertake long trips both inside and outside the state at short notice, i.e. on telephonic information for which contact telephone numbers (both land line No. and mobile No. of both the bidder and driver) are to be clearly indicated in the bid form.
- 32) Successful bidder shall provide driver with mobile a valid mobile number having both incoming & outgoing facilities at his own cost for the communication purpose.
- 33) Successful bidder shall also provide list of drivers with their active mobile number, address proof, proof of age, copy of valid driving License, Badge, copy of the bank pass book and police clearance certificate before the commencement of contract.
- 34) The age limit for drivers with respect to this bid shall be between 25 to 65 years. HLL reserve the right to accept or reject any driver supplied by the successful bidder without assigning any reason thereof.
- 35) The drivers of the vehicle should be well-behaved and hold a valid driving license. In case the company decides to change the driver, the bidder should provide substitute immediately.
- 36) The drivers must also observe all the etiquette, protocol while performing the duty. The driver must carry a photo identify card provided by the Successful bidder/service provider and preferably in uniform.
- 37) HLL will not provide accommodation facility for the drivers.
- 38) The selected bidder should also ensure that the driver engaged for the ambulance follow genuine ethics and will instruct to implement the same. Such ethics include the following.

- a) The driver should keep the vehicle neat and clean every day.
 - b) The driver should first allow the patients to get inside the ambulance and then only he should enter the ambulance after ensuring that doors are closed safely and properly.
 - c) The driver himself should open and close doors for patients / accompanying staff while getting into and alighting the ambulance.
 - d) The driver should wear seat belt while driving and follow all other rules & regulations which he should while driving an ambulance.
 - e) The driver shall not smoke / be drunk while on duty.
 - f) The driver shall not use mobile phone while driving.
- 39) If a driver is found under the influence of alcohol or substance abuse while on duty, the bidder shall immediately disengage the driver from duty on intimation to the Company authorities. A suitable replacement shall be immediately provided in such cases.
- 40) The hired vehicle shall be available in designated location in full readiness and cleanliness for operation, in respect of fuel availability (at least 75% of tank capacity) and willingness of the drivers on all days. The contractor shall ensure that the driver carries out routine checks such as tyre air pressure, battery condition etc for the ambulance.
- 41) The vehicle must be run as per the requirement of the company. In case of halting outside Thiruvananthapuram district an additional amount of Rs 400.00 per day will be paid as an allowance to the driver.
- 42) The contract may be terminated at any time without paying any compensation whatsoever to the contractor in case of misbehavior, disobedience, dishonesty, malpractice, clandestine insolvency, The tampering of meter reading, vehicle usage timings, overwriting of summary/log sheet, mismatch in total km run for trip/trips with actual distance and misbehavior of driver, any court order, non-sanction of road permit or any other related activities on their part or their failure to fulfill the terms and condition of this agreement.
- 43) In the event of any dispute the same shall be referred to the Associate Vice President i/c & BH (HCS), HLL Lifecare Limited, Corporate & Registered Office, Poojappura, Thiruvananthapuram 695012. The decision of Associate Vice President i/c & BH (HCS) in the matter shall be final and binding on all the suppliers / bidders.
- 44) The company reserves the right to terminate the contract in case of any default or violation of contract terms by serving notice to the successful bidder at their office address/ email.
- 45) The rate finalized against the bid shall remain firm and valid for a period of **One year** from the date of work order and no revision/escalation will be considered.
- 46) The rate finalized against the bid shall remain firm and valid for a period of Three years from the date of work order and no revision/escalation will be considered except in the case of increase or decline in fuel price.

The Formula to arrive at the revised rate whenever there is an increase/decrease in the rate of Petrol / Diesel / CNG (by Rupees one or more)

Fuel price adjustment shall be considered only when the increase or decrease in the applicable retail fuel price is ₹1.00 (Rupee One) or more per litre/kg compared to the reference fuel price.

The revised contract rate shall be calculated as follows:

- A = Reference retail price of Petrol/Diesel/CNG (as applicable) on the tender opening date.
- B = Prevailing retail price of Petrol/Diesel/CNG on the date the price adjustment becomes applicable.
- Percentage change in fuel price (X):

$$X = \frac{(B - A)}{A} \times 100$$

- Admissible percentage change in contract rate (Y):

$$Y = 60\% \times X$$

- Revised Contract Rate:

$$\text{Existing Contract Rate} \times \left(1 \pm \frac{Y}{100}\right)$$

where the plus sign (+) shall apply in case of an increase in fuel price and the minus sign (–) shall apply in case of a decrease in fuel price.

The reference fuel price (A) shall be the retail price of the applicable fuel (Petrol/Diesel/CNG) prevailing at IOCL outlet at Thiruvananthapuram on the date of opening of the tender. All subsequent revisions shall be based on the corresponding retail prices notified for Thiruvananthapuram

- 47) The company reserves the right to cancel the bid or to award the bid to one or more bidders fully or partially at its discretion.
- 48) Any delay in receipt of the bid will be at the bidder's risk. HLL Lifecare Limited reserves the right to reject any or all the bids without assigning any reason.

Schedule-C

PRE-QUALIFICATION CONDITIONS - (MINIMUM ELIGIBILITY CRITERIA)

1. The Bidder should have a minimum of three (3) years' experience in providing vehicle services on a contract or lease rental basis to reputed organizations. Out of this experience, the Bidder shall have successfully executed at least one (1) contract for a Government Department, Government Organization, or State/Central Public Sector Undertaking (PSU), involving the deployment of a minimum of two (2) vehicles for a continuous period of at least two (2) years. Documentary evidence such as Work Orders or service agreements shall be submitted as proof of experience. In the case of Govt. Orders, Performance Certificate issued by the Officer-In-Charge shall be attached with the tender. Current list of major clients (along with address and contact number) shall also be attached with the bid.
2. The vehicles offered should be registered on or after 01.01.2024 and vehicle should not have covered more than 30,000 kms.
3. The Average Annual Turnover of the Bidder for the last 3 Years (2022-23, 2023-24 and 2024-25) shall be Rs 7.00 lakhs. Documentary evidence either Income Tax Return or Statement Certified by the registered Chartered Accountant shall be submitted as proof of Average Turnover.
4. The successful bidder shall mandatorily deploy at least fifty percent (50%) of the total vehicles under this contract from vehicles owned by the bidder. The bidders who are capable should only submit the bid.
5. The bidder should have their Regional / Local registered office in Trivandrum city. The address & contact details including the name & valid phone number of the office in-charge should be provided along with the bid.
6. Earnest Money Deposit (EMD) of Rs 28,800/- mentioned in the Tender Document should be submitted along with the Bid. If the bidder is eligible for EMD exemption, supporting Documents should be attached.
7. Bidder should have a valid GST and PAN.
8. Bidder should be ready to submit the Security Deposit (SD) of an amount of Rs.43200/- as prescribed in the Tender Document.
9. The duly signed Indemnity Certificate, Acceptance & Declaration Form confirming that All Terms & Conditions, Technical Specifications, volume of supply are understood by the bidder and comply in line with HLL Tender.
10. HLL will inspect the vehicles as part of evaluation and final qualification will be subject to such inspection.
11. The bidder should not have been blacklisted in past three years by any State/Central Government Organizations / Firms / Institutions. A Self-certificate (in the format of Schedule J) stating that the bidder has not been blacklisted by any institution of the Central/State Government shall be submitted with the bid.
12. The bidder should not have any Police/Civil/Crime Case in any Police Station/Court / other agencies in past three years. A Self-certificate (in the format of Schedule K) stating that the bidder has not any Police/Civil/Crime Case in any Police Station/Court/other agencies in past three years.

SCHEDULE-D

QUESTIONNAIRE TO BE FILLED FOR MINIMUM ELIGIBILITY CRITERIA

SI No	Qualification Criteria	Status
1	Do you have a minimum of three (3) years' experience in providing vehicle services on a contract or lease rental basis to reputed organizations. Out of this experience, the Bidder shall have successfully executed at least one (1) contract for a Government Department, Government Organization, or State/Central Public Sector Undertaking (PSU), involving the deployment of a minimum of two (2) vehicles for a continuous period of at least two (2) years? If Yes, Have you submitted documentary evidence (including list of major clients) such as work orders or service agreements as proof of experience?	Yes/No Yes/No
2	Do you have Average Annual Turnover of Rs 7.00 Lakhs for the last 3 Years (2022-23, 2023-24 and 2024-25)? If Yes, Have you submitted documentary evidence either Income Tax Return or Statement Certified by the registered Chartered Accountant as proof of Average Turnover?	Yes/No Yes/No
3	Do you have the capability to supply atleast 50% vehicles under the ownership of the proprietor / partner / firm / company to HLL?	Yes/No
3.a	Have you enclosed self-attested copy of the following for each offered vehicles a) R C book b) Road Tax paid Certificate c) Insurance paid Certificate d) Fitness Certificate e) PUC Certificate. f) All Kerala Taxi Permit.	a) Yes/No b) Yes/No c) Yes/No d) Yes/No e) Yes/No f) Yes/No
4	Do you have their own Regional / Local registered office in Trivandrum city? If Yes, have you provided the address & contact details including the name & valid phone number of the office in-charge along with the bid/	Yes/No Yes/No
5	Have you paid the Earnest Money Deposit (EMD) of Rs 28,800/- mentioned in the Tender Document? If Yes, Have you enclosed proof of remittance for Rs. 28,800/- per vehicle towards EMD? If EMD is exempted, Have you submitted Bid Security Form along with the Bid?	Yes/No Yes/No Yes/No
6	Do you have a valid GST and PAN? If Yes, Have attached copy of these documents along with the bid?	Yes/No Yes/No
7	Are you ready to submit Security Deposit as Rs 43,200/- per vehicle?	Yes/No
8	Have you submitted duly signed Indemnity Certificate (schedule G), Acceptance & Declaration Form (schedule H) confirming that All Terms & Conditions, Technical Specifications, Volume of supply are understood and comply in line with HLL Tender?	Yes/No
9	Have you submitted Bid declaration form (schedule I)	Yes/No
10	Have you ever been blacklisted in past three years by any State/Central Government Organizations / Firms / Institutions? If No, have you attached A Self-certificate (in the format of Schedule J) stating that you have NOT BEEN BLACKLISTED by any institution of the Central/State Government shall be submitted with the bid.	Yes/No Yes/No

11	Any Police/Litigation/Legal/Civil/Crime Case in any Police Station/Court is pending against you in past three years. If No, have you attached A Self-Declaration (in the format of Schedule K) stating that NO Police/Litigation/Legal/Civil/ Crime Case in any Police Station/Court is pending against you in past three years.	Yes/No Yes/No
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Schedule-E

GENERAL INFORMATION OF THE BIDDER

Sl No	Description	Status
1	Name & Address of the Bidder	
a.	Telephone No.	
b.	E-mail Address	
c.	Name of contact person	
d.	Constitution of the firm/company/travel agencies – Please specify.	
e.	Specify whether SSI / MSE unit	
f.	If Yes, please specify the social status of the entrepreneur (General/ SC&ST/ Women/ PH)	
g.	GST NO	
h.	PAN No	
i.	HSN Code of the Item	
2.	Bank Details	
a.	Name	
b.	Branch & Address of your Banker	
c.	Account No.	
d.	Swift Code / IFSC Code	
3.	Details of your Business Execution Details	
a.	How many years have you been in the similar business?	
b.	How many numbers of orders received during the last FIVE YEARS?	
4.	What is your Annual Average Turnover for the last 3 Years?	
5.	Do you have ISO 9001 certification, If yes, please give the details.	

All the information provided herein is true and correct. Place:

Date:

NAME & SIGNATURE OF THE BIDDER

SCHEDULE- F

DETAILS OF THE VEHICLES BEING OFFERED FOR HIRING

SI No	Make & Model of Vehicle Offered	Regn. No & Year of Manufacturing	Total Running KMS	Status of Vehicle (Own/ Attached)
1				
2				

All the information provided herein is true and correct.

Place:

Date:

NAME & SIGNATURE OF THE BIDDER

SCHEDULE- G

INDEMINITY CLAUSE

If the supplier/bidder fails to execute the order within the time prescribed for the delivery of goods ordered or violates or infringes the existing rates as agreed to as mentioned in the purchase order, the supplier/bidder shall and will indemnify the company against all losses or damages whatsoever to be incurred or sustained including the legal cost or expenses incurred by the company by reason of non-delivery of equipment at agreed quantity and rate with in the time specified in the purchase order. The company will initiate legal action if the supplier/bidder fails to execute the purchase order as per the schedule in the purchase order for the actual loss suffered. Responsiveness of the bid shall be at the discretion of HLL. The supplier/bidder shall have no right to change the conditions stipulated in the Purchase Order. Bid pronounced Non-Responsive by HLL shall be summarily rejected. The decision of HLL will be final and no correspondence of this shall be entertained. We have read and understood the above conditions and agree to abide by the same.

Place:

Name and Signature of the Bidder

Date:

(With Office Seal)

SCHEDULE - H

DECLARATION

I / We confirm having read and understood all the specifications, instructions, forms, terms and conditions and other requirements of the above bid (both expressed and implied) in full and that we agree to abide by all without any deviation.

Seal of the Bidder

Signature
Name and Address of the Bidder

SCHEDULE- I
Bid Security Declaration Form (For MSE bidders)

Date: _____ Tender No. _____

To

I/ We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of THREE years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the bid, my/our bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed :

Designation :

Name :

(Duly authorized to sign the bid for an on behalf of.....)

...

Date:

Corporate Seal

SCHEDULE- J

DECLARATION OF NON-BLACK LISTING

Date _____

Reference : HLL/HCS/Tender-GeM/2026-27/09 dtd 20.07.2026

Subject : Declaration of non-blacklisting –reg

Sir,

In response to tender under reference, I/we hereby declare that at present our firm is having faultless service record.

I/we further declare that our firm is not blacklisted /debarred and not declared ineligible for any reason (including corrupt & fraudulent practices) by any central /state govt. department, Public Sector Undertakings, Autonomous Bodies, academic institutions and commercial organizations in past five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any action that may be taken, my/our performance security and due, if any may be forfeited in full and the work order of the contract may be cancelled.

Yours faithfully,

(Name & signature with stamp of the bidder)

SCHEDULE- K

DECLARATION ON NO POLICE/CIVIL/CRIME CASE

Date _____

Reference : HLL/HCS/Tender-GeM/2026-27/09 dtd 20.07.2026

Sir,

In response to tender under reference, I/we hereby declare that presently our firm is having unblemished service record.

I/we further declare that our firm is not having any Police/Civil/Crime Case in any Police Station/Court/other agencies in past three years with any central /state govt. department, Public Sector Undertakings, Autonomous Bodies, academic institutions and commercial organizations in past five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any action that may be taken, my/our performance security and due, if any may be forfeited in full and the work order of the contract may be cancelled.

Yours faithfully,

(Name & signature with stamp of the bidder)

Schedule-L
PRICE BID

As per BoQ, to be uploaded in GEM portal

The bidders shall NOT QUOTE ANY PRICE along with TECHNICAL BID.

REMARKS: -

- Bidder quoting the Lowest Price and conforming to all the conditions in the minimum eligibility criteria will be considered as the successful bidder in the respective fuel category.
- Rate for Extra KMs and Bata will not be considered for Rate Comparison.
- Rate will be valid for 90 days from the date of Price Bid Opening.
- Specify Petrol / Diesel/ CNG rates in Thiruvananthapuram Dist.

Place:
Date:

Signature:

Name and Address of the Bidder