**HLL LIFECARE LIMITED**

**SECTOR-B-14A, SECTOR 62- NOIDA (U.P.)**

**NOTICE INVITING TENDER FOR PANTRY & HOUSEKEPING SERVICES AT HLL’s GUEST HOUSE AT B – 2, SECTOR – 36, NOIDA (U.P.)**

**Name of Work** : Pantry & Housekeeping Services.

**Earnest Money Deposit** : Rs.50, 000.00 (Rupees Fifty Thousand only) **.**

**Bid to be Submitted at** : HLL Life Care Ltd,B-14A,Sector-62,NOIDA-201307

**Last Date & Time for Submission: 28-02-2013, 14.00 hrs**

**Date & Time for opening of techno- commercial bid: 28-02-2013, 16.00 hrs**

**1.0 QUALIFICATION CRITERIA**

Agencies intending to participate shall fulfill the following qualification criteria:

**1.1 QUALIFICATION REQUIREMENTS (QR)**

Bidder should have experience of providing guest house services to reputed firms/PSUs at least for last two years.(Please attach proof thereof)

**1.2 Financial Criteria**

**a)** The minimum annual Turnover of the Bidder in any one of the preceding three financial years (i.e 2010-2011, 2011-2012) shall be**Rs. 20 Lac.** (Pl Attach proof thereof)

**b)**  Net worth shall be positive during the last financial year (i.e 2011-2012).

**Net Worth = Reserves + Capital - Accumulated loss**

**c)** Bidder should have a Solvency amounting to one month value of turnover or a minimum of Rs.20 lacs. Attach a certificate to that effect from a Scheduled or Nationalized bank. Certificate issued from bank **should not be earlier than one year** from the last date of submission of Bidding Document.

**1.3** Joint Ventures / consortium bid shall not be accepted**.**

**1.4** In house works / Self-certification of works shall be not accepted.

**1.5 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 Earnest Money Deposit in a separate cover for Rs.50,000/- .

**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, NOIDA in the form of bank demand draft. 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.

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**Authorised signatory**

**HLL Lifecare Ltd,**

**B –14A, Sector – 62,Noida, UP**

**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 will be valid at least for 60 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.

The contract will be for a period of two years, extendable by one year on mutually agreed rates for the extended period.

1. The successful bidder with whom HLL enters into agreement for the services would be termed as Contractor.
2. The rates for pantry and material supply wherever applicable should be on fixed rates during the tenancy of the agreements.
3. Conditional rebates in the price bid would not be considered for evaluation of the lowest bidder.
4. 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 for Rs.50,000/- will have to be furnished by the successful bidder by way of DD Drawn in favour of HLL Lifecare Ltd; payable at Delhi or by Bank guarantee before signing of the contract.
5. HLL reserves the right to reject any or all bids without giving any reason.
6. HLL reserves the right to extend the execution of contract for these services at any of its office/institution situated in the NCR.
7. 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.
8. 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.
9. 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, Employees Provident Fund Act etc. shall be forwarded regularly to HLL, failing which the payment for the subsequent months shall not be released.
10. 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.
11. 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.
12. 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.
13. 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.
14. **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.
15. **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 there after 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.
16. **Contractor’s subordinate staff and their conduct**.
    * 1. 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.
      2. The contractor shall provide to the satisfaction of HLL sufficient and competent staff to supervise the execution of the contract.
      3. 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.
      4. 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.
      5. 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.
17. **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.
18. **Operation of Contract** – Regardless of the place of contracting, place of performances or other wise, this agreement, and all the amendments modifications, alterations, or supplements, thereto shall be governed by the laws of India and particularly the State of Uttar Pradesh.
19. The contractor is liable to keep HLL indemnified for the losses/ damages to the properties of HLL
20. **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.
21. **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.
22. **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.
23. The contractor is fully liable for compliance of all labour laws and keep HLL indemnified in respect thereof.
24. **Termination -** The contract can be terminated by giving 3 months notice in writing either side upon determination of the failure in fulfilling contractual obligations.
25. **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 Noida 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.

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#### ANNEXURE –I

**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. All the areas of the Guest House where carpets, curtains etc., are installed shall be vacuum cleaned on daily basis.
3. All sofa sets, tables, and other furniture and fixtures installed in the Guest House shall be cleaned/dusted daily.
4. Clean towels, bed sheets, blankets, pillow covers etc., shall be provided to visiting guests every day.
5. The Contractor shall be responsible for Toilet accessories like soaps, liquid soap, shaving cream, disposable razors of good quality, shampoo, hair oil, toilet rolls, odonil, naphthalene balls, tissues etc., for use by guests.
6. The contractor shall be responsible for plumbing and sanitary works.
7. The contractor shall be responsible for maintenance of plants, flowerpots including manure, painting of flower pots.
8. The contractor shall be responsible for Supply of cutlery items for dining hall and cleaning and maintenance thereof.
9. The contractor will make timely payment for cable connection for all the TV sets in the guest house.
10. The contractor shall ensure availability of three daily English newspapers and two weekly English news – magazines in the Guest House and make the necessary payments thereof.
11. Any other work/job required to be done for smooth functioning of Guest House.
12. 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.
13. 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.
14. Provide pest and termite control measures on regular basis. The contractor will also provide mosquito repellents like all-out/good night/mortein in every room.
15. The contractor will provide at their cost minor plumbing and sanitary repair works upto a maximum of Rs.1000 per month.

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| **ANNEXURE – II** FINACIAL BID FOR PANTRY SERVICES **(Should be given in a separate sealed envelope) Main Course** | | | |
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| **Sl. No.** | **Item & Quantity** | | **Rate per unit** |
| **Tea / Coffee** | | | |
| 1 | Green Tea Regular (one cup) with 2 pcs. Britannia Fiber / Good Day / Marie Gold Biscuits | |  |
| 2 | Tea Bags Tea (one cup) with 2 pcs. Britannia Fiber / Good Day / Marie Gold Biscuits | |  |
| 3 | Coffee(one cup) with 2 pcs. Britannia Fiber / Good Day / Marie Gold Biscuits | |  |
| **Breakfast** | | | |
| 1 | Breakfast – consisting of 3 pieces of Idly,Sambar & Chatni with Tea / Coffee | |  |
| 2 | Breakfast – consisting of 4 slices of Bread with Butter with Tea / Coffee | |  |
| 3 | Breakfast – consisting of 4 slices of Bread with 2 Egg omelet with Tea / Coffee | |  |
| 4 | Breakfast – consisting of 4 pieces of Puri with Potato curry with Tea / Coffee | |  |
| 5 | Breakfast – Poha / Upma (per Plate) with Chatni with Tea / Coffee | |  |
| **Lunch & Dinner** | | | |
| 1 | **Veg. Lunch / Dinner (Normal)** (Daal , 2 Sabzi , Rice , Raita / Curd , 3 Chapati , Salad , Papad , Pickel & Sweet / Fresh Cut Fruits ) | |  |
| 2 | **Non Veg. Lunch / Dinner (Normal)** (Consisting of 1 non – veg item i.e Chicken / Mutton / Fish / Egg Curry (2 pc.) , Rice , Raita / Curd , 3 Chapati , Salad , Papad , Pickel & Sweet / Fresh Cut Fruits ) | |  |
| 3 | **VIP Veg. Lunch / Dinner** (Consisting of 2 veg item , Rice , Raita / Curd , 3 Chapati , Salad , Papad , Pickel & Sweet / Fresh Cut Fruits / Ice Cream ) | |  |
| 4 | **VIP Non Veg. Lunch / Dinner** (Consisting of 2 non – veg item i.e Chicken / Mutton / Fish / Egg Curry (2 pc.) , Rice , Raita / Curd , 3 Chapati , Salad , Papad , Pickel & Sweet / Fresh Cut Fruits / Ice Cream ) | |  |
| **The L1 will be arrived at by adding the rates of all the above items.** | | | |
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| **Additional Items** | | | |
| **As Per Guest Request** | | | |
| 1 | Fish Pakora (8 Pcs) Per Plate | |  |
| 2 | Chicken Tikka (8 Pcs) Per Plate | |  |
| 3 | Assorted Pakoras (7 Pcs) Per Plate | |  |
| 4 | Chicken Lolipop (6 Pcs) Per Plate | |  |
| 5 | Lassi (Sweet) 250 ml | |  |
| 6 | Lassi (Salted) 250 ml | |  |
| 7 | Shake one glass 250 ml | |  |
| 8 | Fresh Lime water one glass (Sweet / Salted) 250 ml | |  |
| 9 | Fresh Lime Soda one glass (Sweet / Salted) 250 ml | |  |
| 10 | Veg. Sandwich / Cheese Sandwich (Home Made) | |  |
| 11 | Fruit Juices (Canned) 250 ml Pack /  1 Glass (250 ml) | |  |
| 12 | Mineral Water 500 ml (Bisleri / Kinley / Aquafina) | |  |
| 13 | Bottled Soda 500ml | |  |
| 14 | Idly Sambar / Sambar Wada 3 Pcs | |  |
| 15 | Plain Idly with Chutni 3 Pcs | |  |
| 16 | Tea (Green / Black / Lemon) | |  |
| 17 | Tea Bag Tea | |  |
| 18 | Coffee (Hot / Cold) | |  |
| **Other Additional Items** | | | |
| **Sl. No.** | **Particulars** | **Quantity** |  |
| 1 | Extra Britannia Hi Fiber / Good Day / Marie Gold Biscuits | 2 Pcs. |  |
| 2 | Extra Bread Slices | 4 Pcs. |  |
| 3 | Extra 2 Egg Omelets | 1 Pcs. |  |
| 4 | Extra Puri | 4 Pcs. |  |
| 5 | Extra Idli | 3 Pcs. |  |
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| **Additional items as per the list attached will have to be supplied by the contractor as per the rates mutually agreed between HLL and the contractor separately before signing the agreement. However , you are required to quote for the additional items also** | | | |
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| **Bought out items like branded Biscuits , Namkeen , juices, etc. will be charged at MRP plus \_\_\_\_\_\_% (Please quote % of service charge on MRP)** | | | |
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|
|  |  | Signature with stamp & Date -------------------------- | |
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