

	Organization and or convicted by any court of law can't participate in this EOI during the period of de-recognition / debarment/ Banned/blacklisted.	Declaration in Letter Head
e.	The firm/directors shall not have any criminal record or should not have been convicted by any court of law in India or abroad. Parties shall give a declaration to this effect.	Declaration in Letter Head
f.	The firm or the owner should declare all the pending legal disputes' whether official or personal.	Declaration in Letter Head

14. Documents establishing Service's Conformity to EOI document.

- 14.1** The Bidder shall provide in its EOI the required as well as the relevant documents like technical data, literature, drawings etc. to establish that the services offered in the EOI fully conform to the requirement of this EOI document. For this purpose the Bidder shall also provide a clause-by-clause commentary / compliance and other technical details incorporated by the HLL in the EOI documents to establish technical responsiveness of the services offered in its EOI.
- 14.2** In case there is any variation and/or deviation between the services prescribed by the HLL and that offered by the Bidder, the Bidder shall list out the same in a chart form without ambiguity and provide the same along with its EOI.
- 14.3** If a Bidder furnishes wrong and/or misleading data, statement(s) etc. about technical acceptability of the services offered by it, its EOI will be liable to be ignored and rejected in addition to other remedies available to the HLL in this regard.

15. EVALUATION CRITERIA

Based on the evaluation criteria outlined in the table below, each prospective bidder will be assessed accordingly. To qualify for empanelment under the category or sub-category applied for, a minimum score of 60 marks is mandatory. Bidders scoring below the threshold will not be considered for empanelment.

The final decision on qualifications will be based solely on the marks obtained as per the specified criteria below.

Table-1			
SI No	Description	Marks	Remarks/Documents for Submission in EOI
1	Evaluation of Business plan, Project report, Presentation and demonstration of product/services and organization capabilities		
	Evaluation Parameter for Presentation shall include:		
1a	Technical novelty, precision, meticulousness, impact and handiness of the Product/ Service / technology proposed	10	A comprehensive project report has to be submitted which will be analyzed for operational, commercial viabilities and policy conformations. Live presentation and Demonstration of the proposed solution(s), to inter alia include respective methodologies/ architecture involved, technology proposed, credentials of the participant, patents, licenses, registrations, compliances, certifications, conformance to the standards, validations, references, past performance. Additionally, Participant's credentials and proposed solutions technical and commercial features are to be illustrated and established through presentation of a case study.
1b	Commercial potency and viability of the proposal - Detailed business plan and Roadmap for the next Ten years	10	
1c	Patents and Validations secured for the service. Licenses and registrations with appropriate statutory bodies.	10	
1d	Credentials of the participant – implementation of quality management systems, Process improvement systems and conformance to standards. Experience of executing projects in collaboration with/ funded by government institutions.	10	
2	Average Turn Over for last three financial years (in Rs.)		
	Up to 5 Crores	3	Firm turnover is defined as the average turnover from facility management services over the last 3 financial years (FYs 2024-
	5 crores to 25 crores	5	

	More than 25 crores	8	25,2023-24,2022-23). Chartered Accountant verified / audited turnover statements to be furnished as proof for the same
3	Details of Projects Executed		
	1 to 3 Projects	5	Detailed project reports with endorsement from the client to be submitted.
	More than 3 projects	7	
4	Total number of technically qualified manpower on the payroll of the service provider (Engineers / Scientists / Subject expert / Marketing Managers)		
	Up to 10	2	Manpower on roll will be all employees on the books of the company on the date of release of this EOI.
	10-30	5	
	30 and above	10	
5	Details of experience in the relevant category applied for:		
	3-10 years	2	Details of experience in relevant category shall be provided
	10-15 years	5	
	15 yrs and above	8	
	Grand Total	100	

The participants' Approach & Methodology presentation (technical) shall cover all details including (but not limited to) the following.

- a) Understanding of the Project
- b) Solution Architecture, Design, Scalability
- c) Project Management Methodology
- d) Solution components and Output
- e) Human Resources Deployment Plan and Delivery Timeline
- f) Training Methodology
- g) Adoption strategy
- h) Rollout Strategy
- i) Handholding strategy
- j) Location wise onboarding and support
- k) SLA management strategy

- l) Strategy for achieving outcomes
- m) Risk Mitigation Plan
- n) O&M Methodology

On Case-to-case basis whenever requirement arises, financial offers will be invited from the empanelled parties against the specific category for which they are qualified.

However, HLL reserves the right to call two-part tenders, subject to projects specific requirement wherever applicable. Through this Expression of Interest (Eoi), HLL Lifecare Limited makes no commitment or assurance regarding the allocation or award of any projects to the applicants, as empanelment does not guarantee future project opportunities.

- ❖ HLL may appoint a committee for scrutiny of the technical details submitted by participants. HLL may reject all proposals if they are found to be unresponsive or unsuitable if they represent major deficiencies in complying with the requirements.

16. EOI Validity

- 16.1** Bids shall remain valid for the period of 3 years from the date of opening of the bid as specified in the EOI. A bid valid for a shorter period shall be rejected by HLL as non-responsive.
- 16.2** In exceptional circumstances, prior to expiry of the original bid validity period, the Tendering Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by email. The Bidders, who agree to extend the bid validity, are to extend the same without any change or modification of their original bid.
- 16.3** In case the day up to which the bids are to remain valid falls on/ subsequently declared a holiday or closed day for the HLL, the bid validity shall automatically be extended up to the next working day.

17. Digital Signing of Bid

- 17.1** The Bidders shall submit their bids as per the instructions contained in GIT. Bids shall be uploaded with all relevant EOI documents in the prescribed format. The relevant

EOI documents should be uploaded by an authorised person having Class 3 digital signature certificate.

C. SUBMISSION OF BIDS

18. Submission of e-BIDs

- 18.1** The bid shall be submitted online only with all the documents as per Clause No. 10.
- 18.2** The Bidders must ensure that they submit the on-line bids within the scheduled closing date & time.
- 18.3** The EOI Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Participant during the e-procurement process.
- 18.4** HLL Lifecare Limited reserves the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then HLL shall take the following action:
The agency shall be subjected to debarment from participating in future EOIs floated by HLL Lifecare Limited, in addition to any other contractual or legal actions deemed appropriate.

19. Late bids:

- 19.1** There is NO PROVISION of uploading late bid beyond stipulated date & time in the e-tendering system.

20. Alteration and Withdrawal of Bid

- 20.1** The Bidder is permitted to change, edit or withdraw its bid on or before the end date & time of bid opening.

E. BID OPENING

21. Opening of Bids

- 21.1** The HLL will open the e-Bids through online at the specified date and time and at the specified place as indicated in the Notice Inviting Expression of Interest. In case the specified date of Bid opening falls on / is subsequently declared a holiday or closed day

for the HLL, the Bids will be opened at the appointed time and place on the next working day.

- 21.2** Authorized representatives of the Bidders, who have submitted Bids on time, may attend the Bid opening provided they bring with them letters of authority from the corresponding Bidders. The Bid opening official(s) will prepare a list of the representatives attending the Bid opening. The list will contain the representatives' names & signatures and corresponding Bidders' names and addresses.
- 21.3** The Bids shall be scrutinized and evaluated by the competent committee/ authority with reference to parameters prescribed in the EOI document.

F. SCRUTINY AND EVALUATION OF BIDS

22. Basic Principle

- 22.1** Bids will be evaluated on the basis of the terms & conditions already incorporated in the EOI document, based on which bids have been received and the terms, conditions etc. mentioned by the Bidders in their bids. No new condition will be brought in while scrutinizing and evaluating the Bids.

23. Scrutiny of BIDs

- 23.1** HLL will examine the BIDs to determine whether they are complete, whether required sureties have been furnished and, whether the documents uploaded are in legible form.
- 23.2** The HLL's determination of a BID's responsiveness is to be based on the contents of the BID itself without recourse to extrinsic evidence.
- 23.3** The BIDs will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the TE document. The BIDs, which do not meet the basic requirements, are liable to be treated as non-responsive and will be summarily ignored.
- 23.4** The following are some of the important aspects, for which a BID shall be declared non-responsive during the evaluation and will be ignored;
- (i) BID validity is shorter than the required period.
 - (ii) Bidder has not agreed to give the required performance security of required amount in an acceptable form in terms of GCC, read with modification, if any, in- "Special Conditions of Contract", for due performance of the contract.
 - (iii) Poor/ unsatisfactory past performance.

- (iv) Bidders who stand deregistered/banned/blacklisted by any Govt. Authorities.
- (v) Bidder is not eligible as per GIT Clauses.
- (vi) Bidder has not agreed to other essential condition(s) specially incorporated in the BID enquiry, like delivery terms, delivery schedule, terms of payment, liquidated damages clause, warranty clause, dispute resolution mechanism applicable law.

24. Minor Informality/Irregularity/Non-Conformity

- 24.1** If during the preliminary examination, the HLL find any minor informality and/or irregularity and/or non-conformity in a BID, the HLL may waive the same provided it does not constitute any material deviation and financial impact and, also, does not prejudice or affect the ranking order of the BIDs. Wherever necessary, the HLL will convey its observation on such 'minor' issues to the Bidder by registered/speed post etc. asking the Bidder to respond by a specified date. If the Bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that BID will be liable to be ignored.

25. Qualification Criteria

- 25.1** Bids which do not meet the required Qualification Criteria, will be treated as non - responsive and will not be considered further.
- 25.2** The HLL reserves the right to relax the Norms on Prior Experience for Start-ups and Micro & Small Enterprises in Public Procurement. The Start-ups are defined in Annexure-A of the "Action Plan for Start-ups in India". The same is available on the website of Department of Industrial policy and Promotion (DIPP), Ministry of Commerce & Industry.

26. Additional Factors and Parameters for Evaluation and Ranking of Responsive BIDs

- 26.1** RESTRICTIONS UNDER RULE 144 (XI) OF GFR 2017 FOR BIDDER(S) FROM COUNTRY SHARING LAND BORDER WITH INDIA: Any Bidder(s) from a country which shares a land border with India will be eligible to bid in this tender only if the Bidder(s) is registered with Competent Authority, as per order no F.No.6/18/2019-PPD dated 23-July-2020 (Rule 144 (xi) of GFR) inclusive of the latest amendments issued by Ministry of Finance, GOI at Appendix of this bidding document. The Bidder(s) must comply with all provisions mentioned in this order.

26.2 PURCHASE PREFERENCE TO MICRO AND SMALL ENTERPRISES (MSE's):

Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. However, the preferences with respect to MSME shall not be applicable who are only involved the trading of the product under the scope of this tender.

26.3 PROVISIONS OF PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA)

ORDER 2017: Statutory exemptions as per relevant guidelines shall be applicable for MSE Bidder(s). Preferences for Make in India products / services shall be applicable in line with Government Order No.P-45021/12/2017PP (BE-II), 2017 (published by Department for Promotion of Industry and Internal Trade) inclusive of the latest amendments.

27. Bidder's capability to perform the contract

27.1 The HLL, through the above process of BID scrutiny and BID evaluation will determine to its satisfaction whether the Bidder, whose BID has been determined as responsive BID is eligible, qualified and capable in all respects to perform the contract satisfactorily. If, there is more than one schedule in the List of Requirements, then, such determination will be made separately for each schedule.

27.2 The above-mentioned determination will, inter-alia, take into account the Bidder's financial, technical and production capabilities for satisfying all the requirements of the HLL as incorporated in the TE document. Such determination will be based upon scrutiny and examination of all relevant data and details submitted by the Bidder in its BID as well as such other allied information as deemed appropriate by the HLL.

28. Contacting the HLL

28.1 From the time of submission of BID to the time of awarding the contract, if a Bidder needs to contact the HLL for any reason relating to this EOI enquiry and / or its EOI, it should do so only in writing.

28.2 In case a Bidder attempts to influence the HLL in the HLL's decision on scrutiny, comparison & evaluation of BIDs and awarding the contract, the BID of the Bidder shall be liable for rejection in addition to appropriate administrative actions being taken against that Bidder, as deemed fit by the HLL.

G. AWARD OF CONTRACT

- 29. HLL's Right to accept any BID and to reject any or all BIDs:** The HLL reserves the right to accept in part or in full any BID or reject any or more BID(s) without assigning any reason or to cancel the bidding process and reject all BIDs at any time prior to award of contract, without incurring any liability, whatsoever to the affected Bidder or Bidders.
- 30. Award Criteria:** The empanelment under this EOI shall be category-wise, based on the eligibility and technical evaluation of the applicants. Upon identification of a suitable partner for a specific project, a Letter of Intent (LoI) shall be issued outlining the project-specific terms and conditions. The LoI will be provided only after mutual finalization of all relevant operational, technical, and commercial parameters.
- 31. Issue of Contract:** Promptly after Letter of Intent (LoI), the HLL will mail the Agreement format which should be taken in the stamp paper at the bidder cost and submit back to HLL within 7 days of the issuance of LoI, the duly completed and signed Agreement copy.
- 32. Non-receipt of LoI acceptance, Performance Security and Contract by the HLL:** The selected bidder shall also be liable to remit the performance security to HLL as decided by HLL, based on the nature and scale of the project awarded. Failure of the successful bidder to provide the signed acceptance of the Letter of Intent (LoI), submit the required performance security, or return the duly signed contract within the prescribed timeline shall be treated as non-compliance with the terms of engagement. In such cases, HLL reserves the right to cancel the LoI and initiate appropriate action as per the provisions outlined EOI. HLL may also proceed to engage another eligible empanelled partner for the assignment, without any liability towards the initially selected bidder.
- 33. Corrupt or Fraudulent Practices**
- 33.1** It is required by all concerned namely the Bidders to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the HLL: -
- (a) defines, for the purposes of this provision, the terms set forth below as follows:

- (i) “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
 - (ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the HLL, and includes collusive practice among Bidders (prior to or after BID submission) designed to establish BID prices at artificial non-competitive levels and to deprive the HLL of the benefits of free and open competition;
- (b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- (c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the HLL if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.

33.2 Confidentiality

- i. Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidder(s) or any other persons not officially concerned with such process until the award has been announced in favour of the successful Bidder(s).
- ii. Any effort by a Bidder(s) to influence the Purchaser during processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Bidder(s)' bid.

SECTION – III

SPECIAL INSTRUCTIONS TO BIDDERS (SIT)

The following Special Instructions to Bidders will apply for this EOI. These special instructions will modify/substitute/supplement the corresponding General Instructions to Bidders (GIT) incorporated in Section II. The corresponding GIT clause numbers have also been indicated in the text below:

In case of any conflict between the provision in the GIT and that in the SIT, the provision contained in the SIT shall prevail.

No Change

SECTION – IV

GENERAL CONDITIONS OF CONTRACT (GCC)

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