



**Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram- 695 012
Kerala, India.**

**Phone: 0471 - 2354949
CIN:U25193KL1966GOI002621
Website: www.lifecarehll.com**

Invitation for Bids

SUPPLY OF INTERNET DATACARD WITH 4G CONNECTIONS UNDER CORPORATE PLAN

Date : Dated 19th October 2020
IFB No. : HLL/CHO/IT/Datacard/2020

The schedule of the bid is given below.

Last date and time for receipt of bids	: 15.00 Hrs. on 27.10.2020
Time and date of opening of bids	: 15.30 Hrs. on 27.10.2020

Sub: Supply of Internet Datacard with 4G Connection under Corporate Plan

HLL Lifecare Limited invites competitive bids from the eligible bidders for the supply of 55 numbers internet datacard with 4G connection under corporate plan for HLL offices in Thiruvananthapuram and Kochi.

DEFINITIONS

“**The Purchaser**” means “HLL Lifecare Limited (HLL), Corporate and Registered Office, Poojappura, Thiruvananthapuram”

“**The Bidder**” means a telecom service provider who participates in the tender and submits its proposal.

“**The Supplier or Service Provider**” means the individual telecom service provider who is the successful bidder for providing the required services

TERMS AND CONDITIONS

1. The quantity of requirement is **55** only.
2. Eligibility Criteria
 - a. The respective bidder should be a leading telecom / Internet service provider in India.
 - b. The service provider bidder is bound to abide by all the decisions/regulations/norms laid down by the TRAI or any other competent authority and the purchaser is no way responsible for any non-compliance/violation in any case.
 - c. The bidder should have customer support center at Thiruvananthapuram/Kochi and the details may please be furnished along with the bid.
 - d. The bidder should have better 4G network coverage in Thiruvananthapuram and across all the states on PAN India basis. The details of the network coverage may please be furnished along with the bid.

- e. The bidder may furnish the list of corporate customers / clients (at least three) who are availing 4G services in Kerala / India and the documentary proof for the same (Copies of P.O / Satisfactory certificate from clients) may please be attached along with bid.
 - f. The bidder should have not been blacklisted by any state/central Government organizations/firms/institutions for which the self-certificate stating that the bidder has not been blacklisted by any institution of the Central/state Government in past three years may please be submitted.
 - g. The bidder may furnish the PAN, GST and other statutory details with documentary proof.
 - h. The contact / validity period is one year only and it is likely to be extended for further period at the discretion of the purchaser only.
 - i. Technical Requirement
 - The bidder has to mention the tariff plan (Post-Paid) for the data requirement under **1 GB per day or Total 30 GB per month**(minimum)at best offered speed and best possible rate and.
 - The supplier has to supply the required hardware 4G datacard device (Wi-Fi Hotspot modem device) with necessary accessories at free of cost.
 - Datacard device should support on all the Operating Systems (OS) viz Linux, Windows and Mac OS.
 - j. The proposed plan should have validity up to one year at the same tariff.However the advantage of decrease in tariff or increase in the data volume at the same tariff plan if any for the proposed plan should be made available to the purchaser during the validity period.
3. The data cards are meant for internet data usage only. Bidder shall ensure that no voice charges, SMS(s) charges or any other value added service charges are included in the bills generated and in nutshell no additional amount will be paid for any services other than data usage.
 4. The service provider should provide free roaming services across India.
 5. The bidder has to mention the top-up/booster pack charges also with various data volume plan in their bid. However these charges will not be considered for tender evaluation
 6. After the Notification of award, the service provider shall not have any right to make any change in the existing/approved Tariff Plan without prior permission of the purchaser.
 7. The purchaser has the right to increase or decrease the quantity up to 20% from the schedule of the requirements at the time of placement of order and during the validity period at the same terms and conditions.
 8. During the validity period if any upgradation in technology happens, the service provider should provide the necessary suitable hardware (datacard) at the agreed tariff plan and terms and conditions.

9. The service provider has to arrange the facility (web portal / device log) to monitor the usage and if required, to generate and submit the report contains the consumption of data of the individual connections on request.
10. The Purchase Order shall be placed on the bidder whose bid stands responsive with lowest offer (monthly tariff).
11. The purchaser has the right to purchase the data cards as bulk or staggered manner on requirement basis against the quantity mentioned in this bid document.
12. The bid shall be valid for a period of 90 days from the date of opening of bids.
13. Bids should be clear in all respects and those with ambiguous clauses shall be rejected.
14. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at sivakumar@lifecarehl.com. However no post bid clarification shall be entertained.
15. No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time the Purchase order is placed.
16. By submitting the bid it is presumed that the bidder has verified the tender Documents and technical specification of the items in details and has quoted the tender rate accordingly.
17. The datacard should be supplied within one week time after the placement of Purchase Order.
18. Billing Cycle of invoices should be monthly, ending on the last day of the month and bills should be raised accordingly and submitted (hard copy / e-mail) before 10th of every month with due date of at least 15 days from the date of invoice.
19. The monthly tariff shall be paid by the purchaser within 15 days against the submission of invoices as group billing. However the group invoice should be accompanied with individual connection details also.
20. In case of any delay in payments due to un-avoidable and unforeseen reasons, the services should not be discontinued or suspended.
21. The service provider shall not impose any hidden charges (which are beyond the agreed tariff plan) after awarding of the Purchase Order.
22. If any of the modem device /SIM card becomes faulty within the validity period, the service provider has to arrange for repair/ replacement of the defective hardware device SIM cards within 3 (three) working days from the date of lodging of complaint without any cost.
23. The performance of connectivity shall be reviewed on monthly basis by the purchaser. If the services provided by the service provider is not found up to the satisfactory level or not as per the contractual obligations then the purchaser reserves the right to terminate the contract and/or to make deduction (in full or part, as the case may be) from the pending/outstanding bills. The decision of the purchaser will be final in this regard.

24. The bidder has to mention Single Point of contact (SPOC) preferably in Thiruvananthapuram in their bid for the purpose of reporting issues with respect to connectivity and billing.
25. Telephonic support should be provided on 24/7 basis through CustomercareCenter or toll free support.
26. The bids should be submitted at the following address.

Vice President (IT)
HLL Life care Limited
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram – 695 012,
Phone: 0471- 2354949/2775612.

27. Bids should be submitted on or before **15:00 Hrs on 27.10.2020** and the same **will be opened at 15.30 Hrs on the same day** at Corporate Head Office, Poojappura, and Thiruvananthapuram in the presence of the representative of the bidder who chooses to attend. If the bid opening day is declared as holiday for HLL, the bid will be opened at the next working day of HLL.
28. Any bid received after the deadline will be rejected.
29. The purchaser reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
30. The envelopes containing the bid shall bear the Bid Number with date and the words “DO NOT OPEN BEFORE” (Here insert the time and date of bid opening).
31. No Email or fax bids will be accepted.
32. Any dispute arising out of the tender/bid document/ evaluation of bids/issue of purchase order shall be subject to the jurisdiction of the competent court at Thiruvananthapuram only.

P.Sivakumar

Deputy General Manager (Hardware)