

HLL LIFECARE LIMITED
(A Government of India Enterprise)
CORPORATE R & D CENTRE,
AKKULAM, SREEKARIYAM P.O,
THIRUVANANTHAPURAM-695017
Email: materialscrde@lifecarehll.com
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INVITATION FOR BIDS

FOR

**The Establishment of dedicated Internet Leased Line
(ILL) Connectivity
at**

**CORPORATE R & D CENTRE,
AKKULAM, SREEKARIYAM P.O.
THIRUVANANTHAPURAM – 695 017**

Enquiry No. HLL/CRD/PUR/TENDER/2018-19/05

Date: 02nd August 2018

HLL Lifecare Ltd (HLL), Thiruvananthapuram now invites sealed competitive bids from eligible bidder for the Establishment of dedicated Internet Leased Line (ILL) Connectivity at our Corporate R&D Centre (CRDC) Akkulam, Thiruvananthapuram. The Specifications are given in Annexure – I.

Sl. No	Brief Description of Work	Estimated amount (Rs)	EMD (Rs)	Tender Fee (Rs)
1	Establishment of Dedicated Internet Leased Line (ILL) Connectivity at HLL,Corporate R & D Centre, Akkulam, Thiruvananthapuram - 695017	1,36,000.00	2,000/-	300/-

1. The Bidder is expected to examine the specifications and terms and conditions in the Bid Documents. Any subsequent changes / amendments will be intimated through email. At any time prior to the deadline for submission of tenders, the purchaser may, for any reason deemed fit by it, modify the Tender documents by issuing suitable amendment(s) intimated through email.

- a) Date of issue of tender document - 03.08.2018 onwards
- b) Last date and time for receipt of bids - 22-08-2018 up to 17.00pm.
- c) Date and time of opening of bids - 23-08-2018, 14.30pm.
- d) Address for communication, receipt and place of opening of bids:

Head (R&D)
Corporate R&D Center,
HLL Lifecare Limited
Akkulam , Sreekaryam (PO),
Trivandrum - 695017, India,
Ph:0091-471-2774700 (Off) Kerala,
e-mail : materialscre@lifecarehll.com

2. Tender Fee and EMD shall be submitted in the form of demand draft drawn from a nationalized bank in favour of HLL Lifecare Limited payable at Thiruvananthapuram. In line with the Government orders, SSI, MSME units and firms registered with NSIC will be exempted from payment of tender fee/Earnest money deposit (EMD) provided they are registered for the items they intend to quote against the tender. These units are required to submit copy of their valid registration certificate along with the bid.

Specification

8 Mbps

Dedicated Internet Leased Line (ILL) Connection with a minimum 8 Nos of Static IPs.

Terms and conditions

1. The bidder should be a Registered Company in India under the Companies Act, 1956 and the bidder may attach the documentary proof for the same.
2. The bidder should be a Class A category Internet Service Provider (ISP) and the relevant documents may please be attached.
3. The bidder should have executed at least two installations in Kerala and the relevant documents may please be attached.
4. The supplier should have the service support centre at Thiruvananthapuram and the details for the same may please be furnished in the bid.
5. The bidder who requires the site visit may contact the undersigned for the permission during the office hours of HLL.
6. The bidder should provide 24x7 hours customer support.
7. The uptime efficiency of the connectivity should be a minimum of 99.5 %. In case the Service Provider fails to achieve the uptime, for every 0.1 % drop from the guaranteed uptime of 99.5 %, 1 % of the quarterly charges will be deducted as penalty from the payment.
8. A Service Level agreement (SLA) based shall be signed by HLL and the successful bidder within 15 days from the date of acceptance of the Purchase Order.
9. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at materialscredc@lifecarehll.com. However no post bid clarification shall be entertained.
10. 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.
11. 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
12. HLL reserves the right to cancel the services at any time by giving 1 (one) month advance notice period, if the service is not provided as per the SLA.
13. The bidder may mention the contact details of person who is Single Point of Contact (SPOC) for the support purpose.
14. The dedicated leased internet connectivity should be provided through Optical Fibre Cable (OFC) only.
15. The hardware device associated with this connectivity provided at HLL if any should have minimum one year warranty and defective parts should be replaced at free of cost.

16. The bidders are requested to mention the annual charges for the internet and all other charges like price of CPE and installation charges should be mentioned separately. However the bids will be evaluated by taking the total quoted amount.
17. The prices should be quoted as per the format for price schedule enclosed as Annexure – II.
18. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
19. Internet connection should be provided within **3 (Three) weeks** from the date of placement of order.
20. Penalty @ 0.50 % per week's delay subject to a maximum of 5 % or part thereof is applicable for the delay in implementation of internet connectivity.
21. Bids should be clear in all respects and those with ambiguous clauses shall be summarily rejected.
22. The supply order shall be placed on the lowest responsive bidder.
23. Payment will be released in advance for each quarter. For claiming the payment, the following documents have to be submitted.
 - a. Three copies of Invoice.
 - b. Installation/ Service report /Quarterly Uptime efficiency Report duly signed by the concerned person of HLL and representatives of the supplier.
24. The bids should be submitted to the following address.
25. Bids should be submitted latest by before 17.00pm on 22.08.2018 and the same **will be opened at 14.30 Hrs on 23.08.2018** at Corporate R & D Centre, HLL Lifecare Limited, Akkulam, Thiruvananthapuram in the presence of the representatives of the bidders, who choose 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.
26. Bidders are requested to contact the undersigned for further information, if any.
27. All the service calls should be attended within 2 hours of intimation.
28. Any bid received after the deadline for submission of bids will be rejected.
29. HLL 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 words "DO NOT OPEN BEFORE" (Here insert the time and date of bid opening).
31. HLL shall not be liable for the delay in submission of bids after the due date specified above due to any reason including postal delay.
32. No Email or fax bids will be accepted.
33. 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

Thanking you,
Yours faithfully,

Form A-1

BIDDER'S PARTICULARS

1	Name of the Company	
2	Registered office Address	
3	Corporate Profile:	
	Chairman	
	Managing Director	
	Directors	
4	Office for correspondence:	
	Contact person's name	
	Designation	
	Address	
	Telephone No/s	
	Fax No/s	
	E-mail ID	
5	Income tax no. (GIR/PAN)	
6	GST Regn. No. and Date	
7	Employee strength/profile:	
	1) Development Engineers / Programmers	
	2) Support Engineers	
	3) Administrative Support Staff	
8	ISO Certification Details (If yes, attach copies of the of the Certificate/s)	

Date:

Signature:

Place:

Name:

Designation:

Company:

Seal of the Company:

Form A-2

CLIENTELE / EXPERIENCE

Sl.No	Name of the client, Contact person, Designation & telephone no.	Period of Contract	Details of the service provided to the client	Approximate value of the contract (In lakhs)

Date:

Signature:

Place:

Name:

Designation:

Company:

Seal of the Company:

Form A-3

TERMS AND CONDITIONS AS AGREED

Our company is agreeable to provide Website as per the Scope of Work and the General Terms and Conditions. A copy of the same duly signed by us is attached.

(The Bidder should initial each page of the Scope of Work and the General Terms and Conditions mentioned above and attach with Form A-4 in confirmation of the Terms and Conditions agreed by the Bidder. If the Bidder has reservations about any of the scope of work or Terms and Conditions mentioned therein, the same has to be stated as an additional Annexure to this Form and signed.)

Date:

Signature:

Place:

Name:

Designation:

Company:

Seal of the Company:

Annexure – I

Sl. No.	Description of Product	Location
1	8 Mbps (1:1) Dedicated Internet Leased Line (ILL) Connection with a minimum 8 Nos of Static IPs.	HLL Lifecare Limited, Corporate R&D Centre (CRDC) , Akkulam, Sreekariyam P.O, Thiruvananthapuram – 605017 Phone :

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