

HLL/Noida/IT/2013/

Dated 14th Aug' 2013

Sub: **Comprehensive Annual Maintenance Contract for Computers Hardware & Networking devices at different locations of HLL within NCR (Delhi Region).**

HLL, Noida invites sealed bids from the reputed firms for **Comprehensive Annual Maintenance Contract (CAMC)** in regard to the subject line(Details attached in Annex-1). The locations are :-

Sl.No	Entity	Location	Appx. No. Of e-Devices
1	Noida Regional Off	B-14A, Sec-62, Noida -201307	176 Nos.
2	Hindlabs	Sector-12(Near CGHS),R.K.Puram,New Delhi	20 Nos.
3	Manesar Factory	Plot No- 71 , Sector -7 , IMT Manesar,Gurgaon, Haryana- 122050	25 Nos.
4	Health Ministry Office	329-c ,Nirman Bhavan,New Delhi	18 Nos.
Total (Details Listed in Annexure -1)			239 Nos

1. **SCOPE OF WORK:-**

- One preventive maintenance check should be done in every 2 (TWO) months on prior permission from the IT Department, Noida.
- Breakdown calls should be attended within 2 to 3 hours of intimation.
- The LAN issues of the mentioned locations are to be solved in the CAMC without any extra cost. (There are around 300 Network points).
- The preventive maintenance/break down maintenance reports duly signed by the bidder's representative and IT department officials of the unit concerned should be submitted in every two months at IT department, Noida.
- All the defective parts/items should be replaced without any additional cost. The party should give limited software support (Operating System & Ms-office) also. If any defective parts/items cannot be serviced at HLL site, those items shall be taken to the contractor's site by providing the standby item, which would be technically equivalent (or) higher to the defective item.
- We may shift some of the equipments to some other department/locations in NCR if required. In this case necessary assistance should be provided at no extra cost.

The following items should be kept as Standby at Noida office.

S.No	Item	Qty (No)
1	Core 2 Duo (or) Higher Config. Desktop Computer with TFT/LED & required accessories (Mouse, Keyboard etc)	3
2	LaserJet Mono Printer with Network connectivity	1
3	Laptop Adaptor (HP Universal Adaptor)	3

2. **Terms & Conditions**

- a. The period of CAMC is **for one year (01-10-2013 to 30-09-2014)** for all the items.
- b. The respective bidder should enclose the following documents along with the bid :-
 - Should have minimum Three years of experience for the similar works.
 - Should have done minimum SIX numbers of AMC works in the last three years, wherein each work would be costing more than Rs.3 Lakh/Annum. Documentary evidence like work orders, certificate from the clients to be submitted to prove the same.
 - Certificate of Incorporation.
 - Performance certificate from minimum 3 organisations, where the party has successfully completed AMC works in the last 3 (Three) years..
 - Self-certificate stating that the bidder has not been blacklisted / debarred by any institution of the central/state Government/PSU.

- c. An **EMD of Rs.5,000/- (Rs. Five Thousand only)** by the way of DD from a Nationalized/Registered/Scheduled bank in favour of “HLL Lifecare Ltd” payable at New Delhi. The bids without EMD will be summarily rejected.
- EMD would stand to be forfeited in the event of non-execution of order after tendering process.
 - The EMD of the unsuccessful bidder will be discharged / returned within 30 days from the date of the bid opening.
- d. **Performance Security :-** The successful bidder is required to furnish a Performance security deposit equal to 5% (Five) of the total order value by the way of DD from a Nationalized/Registered/Scheduled bank in favour of “HLL Lifecare Ltd” payable at New Delhi & no interest shall be payable on the security deposit (OR) the bidder has to submit a Bank Guarantee for the same and the security deposit shall be valid till successful completion of the contract.

Price should be quoted in the format given in **Annexure-2**. Incomplete Bids would stand automatically rejected. You are requested to submit your offer for CAMC based on the above mentioned terms & conditions.

3. **Payment**

Payment will be released in SIX equal installments on successful completion of CAMC for the relevant TWO months period. Party has to submit the following.

- (a) Original invoice.
- (b) Preventive /Break Down Maintenance report duly signed by IT Dept.,Noida

4. **Other Conditions**

- HLL reserves the right to withdraw the AMC for some items or whole. In the event, payment would be based on the actual number of items and its effective period. Contract would be cancelled if the service is found not satisfactory.
- HLL may upgrade or replace some of the items based on need. This should, however, not affect the terms and conditions of CAMC.
- HLL Lifecare Limited has the right to increase or decrease the quantity of the items up to 20% without assigning any reason whatsoever.
- The taxes applicable to be clearly mentioned in the offer.
- All statutory deductions are applicable as per the prevailing rules.
- The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
- HLL Life care Limited reserves the right to reject any or all of the bids without assigning any reason whatsoever.
- No fax/email bids will be accepted.
- Sealed Quotations should be submitted to the following address duly superscribing the envelope as **‘Quotation for the CAMC of Computers Hardware & Networking devices ‘**
Deputy Manager (IT)
HLL Lifecare Ltd
B-14A, Sector-62,
Noida-201307, UP
Ph: 0120-4071500, 531

Last date of receipt of duly completed offer is **3 PM, 03-09-2013** and will be opened on the same day at **3.30 PM**. Any offer received after the deadline for submission of bids will be rejected.

For HLL LifecareLtd

Binu Sundar
Dy. Manager (IT)