



HLL Lifecare Limited
(A Government of India Enterprise)
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram– 695 012
Kerala, India.
Phone: 0471 – 2354949,2775000
CIN:U25193KL1966GOI002621
Website: www.lifecarehll.com

Invitation for Bids

**Annual Maintenance Contract Video Conferencing Equipments installed at our
Offices and factories**

Date	:	Dated 27 th February 2019
IFB No.	:	HLL/CHO/IT/AMC_VC/2019/

The schedule of the bid is given below.

Last date and time for receipt of bids	:	15.00 Hrs. on 14.03.2019
Time and date of opening of Bids	:	15.30 Hrs. on 14.03.2019

Dear Sir,

Sub: **Annual Maintenance Contract Video Conferencing Equipments installed at our Offices and factories**

HLL Lifecare Limited (HLL), Thiruvananthapuram invites sealed bids from the competent and eligible bidders to enter into the Annual Maintenance Contract (AMC) (as back to back support from OEM) for Video Conferencing installed at HLLCMO HLLKFB, HLLIFC and HITES - Noida for the period of 1 year from 01.04.2019 - 31.03.2020. Details of the items and addresses of the locations are given in **Annexure-I**. You are requested to submit your lowest offer for AMC based on the following terms & conditions.

Terms & Conditions

1. The respective bidder should have minimum 3 years experience in supply, installation and maintenance of Video Conferencing Equipments. For this the bidder may submit the documentary of evidence like work orders/certificate from the clients for the similar works done along with the bid.
2. The bidder should be authorized partner of OEM (M/s.Polycom) and Manufacturer Authorization Form (MAF) addressed to HLL should be submitted along with the bid.
3. The bidder should have service support centers/partners at Chennai, Kochi, and Belgaum/Nearby location and Noida/New Delhi. Addresses and contact person details should be furnished along with the bid.
4. The bidder should have not been blacklisted by and 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.
5. The period of AMC is **01st April 2019 to 31st March 2020** for all the items.
6. The prices should be quoted in the format for price schedule given in **Annexure – II**.
7. Scope of AMC services:
 - (i) One preventive maintenance check should be done in every quarter (once in 3 months) on prior permission from the concerned persons of the unit.
 - (ii) Breakdown calls should be attended within 2 - 6 hours of intimation. Breakdown calls should be attended on holidays in case of emergency without any additional charges.

- (iii) The preventive maintenance/break down maintenance reports duly signed by the bidder's representative and concerned persons of the unit should be submitted to IT department CHO by 5th of every month.
 - (iv) All the defective parts/items except plastic and consumable parts should be replaced without any additional cost.
 - (v) 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 is technically equivalent or higher to the defective item.
 - (vi) We may shift some of the equipments to some other department/locations if required. In this case necessary assistance should be provided at no extra cost.
 - (vii) HLL may upgrade or replace some of the items based on need. This should, however, not affect the terms and conditions of AMC.
8. Payment will be released in four installments on successful completion of AMC for the relevant three months period on submission of the following.
- (i) Three copies of invoice.
 - (ii) Report of the preventive maintenance services carried out for the relevant three months period.
 - (iii) Monthly report on the breakdown maintenances carried out during the period.
9. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at sivakumar@lifecarehll.com. However no post bid clarification shall be entertained.
10. 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.
11. 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.
12. The bids will be evaluated by taking the total amount quoted for all the items together.
13. AMC will be terminated prior to expiry if the services are found not satisfactory by giving one month notice period.
14. The AMC period may be extended at the same terms and conditions after the period of one year at the discretion of HLL.
15. HLL has the right to increase or decrease up to 20% of the quantity of items specified in the schedule of requirements without any change in the unit price and other terms and conditions at the time of award of contract and well as during the period of contract.

16. The bids should be submitted at the following address.

**AVP (IT)
HLL Lifecare Limited
Registered and Corporate Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram – 695 012,
Phone: 0471- 2354949.**

Bids should be submitted on or before **15:00 Hrs on 14.03.2019** 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.

17. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
18. The envelopes containing the bid shall bear the Bid No. (Here insert the details given under reference) and the words “DO NOT OPEN BEFORE “ (Here insert the time and date of bid opening).
19. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
20. Consideration of MSME vendor shall be based on furnishing of valid UAM (Udyog Aadhar Memorandum) number and copy of relevant document along with the bid only
21. No fax/email bids will be accepted.
22. Any bids received after the deadline for submission will be rejected.
23. 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.
24. 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,

**P. Sivakumar
Deputy General Manager (Hardware)**

LIST OF ITEMS

Sl.No	Location	Description of items	Sl.No
1	HLLCMO	Polycom Real Presence Group 500 1080p with Multipoint and all accessories	821503430FE5CV
2	HLLKFB	Polycom Real Presence Group 500 1080p with Point to Point and all accessories	821503431161CV
3	HLLIFC	Polycom Real Presence Group 500- 1080p with Point to Point and all accessories	821503430E24PV
4	HITES Noida	Polycom Real Presence Group 500 with Multipoint and all accessories	821406415973CV

Address of location

1. **HLLCMO-**
HLL Lifecare Limited
No.185, Plot No:1,
100 ft. Bypass Road,
Vijayanagar, Velacherry,
Chennai – 600 042,
Phone: 044 – 22441727
2. **HLLKFB**
HLL Lifecare Limited,
Kanagala Factory,
Belagaum,- 591 225
Karnataka.
Phone: 08333-279206
3. **HLLIFC**
HLL Lifecare Limited
Plot No.1,Rubber Park,
Irapuram,Kunnathunada,
Ernakulam– 683541
Phone: 0484-2597200
4. **HITES Noida-**
HLL Infratech Services Limited (A subsidiary of HLL),
No. B 14A, Sector – 62,
Noida – 201301,
Gautham Budh Nagar (UP)
Phone: 0120-4071500