



**एचएलएल लाइफ़केयर लिमिटेड**  
(भारत सरकार का उद्यम)

**HLL Lifecare Ltd,**  
Corporate and Registered Office,  
HLL Bhavan, Poojappura P.O,  
Thiruvananthapuram-695012.  
Kerala, India.  
Tel: +91- 471-2354949  
CIN: U25193KL1966GOI002621  
Website: [www.lifecarehll.com](http://www.lifecarehll.com)

**BID DOCUMENT**

**FOR**

**SUPPLY, INSTALLATION AND CONFIGURATION OF**

**NETWORK SWITCHES AND ACCESSORIES**

**LETTER FOR INVITATION**

Date of Issuance: 01.02.2016  
Ref. No.: HLL/CHO/IT/LAN/2016

To,

\_\_\_\_\_

Dear Sir,

HLL Lifecare Limited (HLL) a Govt. of India Enterprise under the Ministry of Health and Family Welfare invites proposals for the Supply, Installation and Configuration of Network Switches and Accessories at our Offices and Factories. More details are provided in the Schedule of Requirements.

You are requested to go through the bid document carefully and submit your proposals as per the instructions and guidelines given in the document.

Thanking You,

Yours Faithfully,

**L. Ajithkumar**  
Associate Vice President (IT),  
HLL Lifecare Limited,  
Corporate and Registered Office,  
HLL Bhavan, Poojappura P.O,  
Thiruvananthapuram, Kerala -695012  
Phone No: – 0471-2354949

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### IMPORTANT INFORMATION

Sl.No	Events	
1	Non-Refundable Cost of Bid Document Purchase	<b>Rs. 1,000/-</b> (Rupees One Thousand only)
2	EMD	<b>Rs. 50,000/-</b> (Rupees Fifty Thousand only)
3	Last date for submission of Bids	16.02.2016 15.00 Hrs.
4	Opening of Technical Bids	16.02.2016 15:30 Hrs.

## **DISCLAIMER**

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this Bid Document.

All information contained in this Bid Document provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this Bid Document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this Bid Document and any other terms and conditions subject to which such information is provided.

Though adequate care has been taken in the preparation of this Bid Document, the interested bidders shall satisfy itself that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the Bid Document is complete in all respects and bidders submitting their bids are satisfied that the Bid Document is complete in all respects.

If a bidder needs more information than what has been provided, the potential bidder is solely responsible to seek the information required from HLL. HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary.

HLL Lifecare limited (HLL), Thiruvananthapuram reserves the right to accept/reject any or all of the bids submitted in response to this Bid Document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the bids. HLL reserves the right to change/ modify/amend any or all of the provisions of this Document. Such changes would be posted on the website of HLL ([www.lifecarehll.com](http://www.lifecarehll.com)) only.

Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Bid Document, any matter deemed to form part of this Bid Document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder arising in any way from the selection process for the Assignment.

## **Bid Document for the Supply, Installation and configuration of Network Switches and Accessories.**

HLL Lifecare Ltd (HLL), hereinafter referred to as the “Purchaser” is pleased to invite sealed bids under two bidding system for the Supply, Installation and Configuration of Network switches and accessories at our offices and factories, the detailed specifications of which are furnished in the schedule of requirements (**Annexure-1**).

Interested eligible bidders may obtain further information and inspect the bid documents at our office during office hours on all working days. A complete set of bid documents may also be downloaded from our website at [www.lifecarehll.com](http://www.lifecarehll.com).

### **DEFINITIONS**

- (a) “The Purchaser” means the HLL Lifecare Limited, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram– 695 012, Kerala.
- (b) “The Bidder” means the firm who participates in the tender and submits its bid.
- (c) “The Supplier or Contractor” means the firm providing goods and services under the contract.

### **TERMS & CONDITIONS**

The bid should be submitted strictly as per the following terms and conditions:

#### **1. Submission of Bid:**

1.1 The Bidding Process comprises two parts, viz.

- Part I : Technical Bid
- &
- Part II : Commercial Bid.

Both Technical bid and Commercial Bid is to be submitted in sealed envelope superscripting “the Supply, Installation and Configuration of Network Switches and Accessories” on top of the envelope. One copy of both Technical Bid and Commercial Bid should be submitted separately along with the bid.

1.2 The bidders should take care in submitting the bid properly filled so that enclosed papers are not found loose. The bid documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.

#### **1.3 Date of Submission**

Time Schedule for submission of Bid is as under –

Last date & time for submission of Technical Bid & Commercial Bid	:	16.02.2016, 15.00 Hrs.
Date & time of opening of Technical Bid	:	16.02.2016, 15.30 Hrs.
Date & time of opening of Commercial Bid	:	To be separately intimated to the technically qualified bidders.

- 1.4. No Email/Fax/telex bids will be accepted.
- 1.5. Any bid received by the purchaser after the deadline for submission of bids prescribed by the purchaser shall be rejected and returned unopened to the bidder.
- 1.6. Bidders may depute a maximum of two authorized representatives with authorization letter to participate in the bid opening strictly according to the time schedule.
- 1.7 The Bids should be addressed to:

**Associate Vice President (IT),  
HLL Lifecare Ltd,  
Corporate and Registered Office,  
HLL Bhavan, Poojappura,  
Thiruvananthapuram-695012,  
Kerala, India.  
Phone: 0471-2354949.**

- 1.8 Bid document fee (non-refundable) of **Rs.1,000/-** (Rupees One Thousand only) inclusive of all taxes as Demand Draft from any Nationalized/Scheduled Bank favoring HLL Lifecare Ltd payable at Thiruvananthapuram should be accompanied with technical bid. The Bid without bid document fee will be summarily rejected.
- 1.9 The purchaser is not responsible for non –receipt of bid within the specified date and time due to any reason including postal delays or holidays.
- 1.10 The offer should remain valid for a minimum period of 90 days from the date of opening of the Commercial Bid .Any offer falling short of the validity period is liable for rejection. However the supplier/contractor should pass on the benefit to the purchaser if there is any price reduction in the meantime.
- 1.11 In exceptional circumstances, HLL may request all the Bidders consent to an extension of the period of validity of their respective bid. The request and the response thereto will be made in writing. Extension of validity period by the Bidder must be unconditional. The Bidder will not be permitted to modify his bid.
- 1.12 The clearance of the equipment from Tax/Legal Authorities would be the responsibility of the bidder only. The purchaser is not liable to provide any documents in this regard.
- 1.13 Selected bidder must undertake to provide the purchaser, the consignment note number(s) by which the items ordered had been dispatched from their site, so as to have online/ web access to the tracking system of physical movement of the consignments sent through courier.
- 1.14 Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the bidder's risk and may result in the rejection of the bid.
- 1.15 This bid document is not transferable.
- 1.16 The bidder may withdraw their offer after submission provided; written notice of withdrawal is received by the purchaser prior to the closing date and time prescribed for submission of bid document. No offer can be withdrawn by the bidder subsequent to the closing date and time for submission of offers.

- 1.17 Necessary user manuals/CDs/DVDs/Accessories are to be supplied along with the equipment.
- 1.18 The Purchaser reserves the right to change/ modify/amend any or all of the provisions of this document. Such changes would be posted on the website of HLL (www.lifecarehll.com) only.
- 1.19 The language of the Bid should be in English.
- 1.20 No bidder shall try to influence the purchaser on any matters relating to its bid from the time of the bid opening till the time the Purchase Order is placed.
- 1.21 Once the bid is submitted in sealed cover by the bidder, the purchaser will not accept any addition/ alterations/ deletions of the Bid. However, the purchaser reserves the right to seek clarification or call for supporting documents from any of the bidders, for which the concerned bidder will need to submit the documentary evidence(s) as required by the purchaser.
- 1.22 The bidder should ensure that all the quoted items (Ethernet switches, Modules (both Copper and Fibre), DAC cables) mentioned in the schedule of requirements (Annexure 1) should be of same make /brand. The bid with dissimilar and different make /brands may lead to rejection of bids.
- 1.23 Any Technical Bid, submitted with incorrect information will be liable for rejection. Further, if any bidder is found to have submitted incorrect information at any time, the bidder may be debarred from participation in the future tendering processes.

## **2. Eligibility of the Bidder:**

The prospective bidder should satisfy the following criterion.

- 2.1 The bidder should be an Indian company and in continuous business of supply, installation and maintenance of network equipments similar to the items mentioned in the schedule of requirements (**Annexure-1**) during the last three years prior to the bid opening.(Supported with the copy of Registration certificate/Certificate of incorporation).
- 2.2 The bidder should not have been blacklisted by any state/central Government organizations/firms/institutions for which the statement stating that the bidder has not been blacklisted by any institution of the Central/state Government in past three years may please be submitted.
- 2.3 The bidder should be regular tax payer under the Income Tax Act. Please furnish the details of service tax number, Permanent Account Number (PAN) etc.
- 2.4 The bidder should be an authorized partner of the OEM of the products quoted, for which MAF (Manufacturers Authorization Form) addressed to HLL in original from the concerned OEM on their letter head should be submitted.
- 2.5 The bidder should have executed at least one single order of same or similar items of value not less than Rs.30 Lakh during any one of the last three financial years. Documentary evidences like Supply Orders and Installation Certificates for the same should be attached along with the bid.
- 2.6 The bidder should submit certificates from at least three clients for the satisfactory completion of similar kind of works.

### **3. Deliverables:**

The list of items specified in **Annexure –I** have to be delivered and installed at the respective locations.

### **4. Earnest Money Deposit.**

- 4.1 The Bidder(s) must submit Earnest Money Deposit (EMD) of **Rs. 50,000/- (Rupees Fifty Thousand only) inclusive of all taxes along with the Technical Bid** only in the form of Demand Draft /Unconditional Bank Guarantee valid for a period of 90 days from any Nationalized Bank/Scheduled Bank in favour of HLL Lifecare Ltd., Thiruvananthapuram payable at Thiruvananthapuram. Non-submission of EMD will lead to rejection of the bid.
- 4.2 The EMD is interest free. The EMD of the unsuccessful bidder will be discharged /returned after acceptance of purchase order by the successful bidder.
- 4.3 The EMD of the successful bidder shall be returned after acceptance of purchase order and upon submission of Security Deposit within 7 days of the award of the Purchase Order.  
The bid security may be forfeited:-
  - 4.3.1 If the bidder withdraws his bid during the period of bid validity specified by the bidder.
  - 4.3.2 In the case of successful bidder, if the bidder fails to accept the order and submit the security deposit.

### **5. Security Deposit:**

The successful bidder shall furnish Security Deposit equivalent to **5 %** of the cost of product quoted (including 3 years warranty) in the form of Bank guarantee given by the Purchaser for a tenure of three years, issued by a Nationalized/Scheduled Bank. Security Deposit must be submitted within 7 days of the award of the Purchase Order.

### **6. Submission of Technical Bid and Commercial Bid with required Documents**

- 6.1 **Technical Bid** - The Technical Bid should comply with the technical specification given in **Annexure–1**. The Technical offer should be complete in all respects and contain all information asked for except prices.

The Technical Bid must be submitted neatly and securely along with the following documents,

- 6.1.1 Covering letter.
- 6.1.2 EMD in the form of Demand Draft/ /Unconditional Bank Guarantee as specified in **Clause 4.1**.
- 6.1.3 Manufacture's or OEM's Authorization form/certificate
- 6.1.4 Warranty compliance statement.
- 6.1.5 Bidder's Technical Offer with compliance statement as per the specifications as given in **Annexure-1**.
- 6.1.6 Technical Documentation (Product Brochures, leaflets, manuals etc. with product roadmap).



- 6.1.7 Declaration to the effect that all genuine & new parts will be supplied and the Purchaser is fully protected against supply of any refurbished or counterfeit Parts.
- 6.1.8 Copy of the Registration certificate or Certificate of incorporation
- 6.1.9 Articles of Association and Memorandum of Association or partnership deed or proprietorship deed as the case may be.
- 6.1.10 Certificate from at least three clients for similar deliverables done satisfactorily.
- 6.1.11 Statement that the bidder has not been blacklisted by any institution of the Central/state Government in past three years.
- 6.1.12 Copies of Supply/purchase order for the supply and installation of similar items in India in which one order should have the order value not less than Rs. 30 Lakh (as a single order) during any one of the last three financial years.
- 6.1.13 Signed copy of bid document (all pages to be signed and stamped)
- 6.1.14 Details of Permanent Account Number (PAN) issued by income tax Authority.
- 6.1.15 Letter of Authorization/Power of attorney authorizing the signatory to sign the bid.
- 6.1.16 Authorization Letter for the bidder's representative who will attend the Bid Openings.
- 6.1.17 Any other relevant Information.

## **6.2 Commercial Bid –**

- 6.2.1 The Commercial Bid should comply with the price information of the items as specified in **Annexure-I** in the format of price schedule attached as **Annexure-2**.
- 6.2.2 Duly filled Form for Price Bid should be submitted in the format given in **Annexure-3**.
- 6.2.3 The cost of the product including warranty charges for three years should be given separately for all the items in the commercial bid.
- 6.2.4 All the rates will be F.O.R, HLL Lifecare Limited, Thiruvananthapuram.

## **7. Cost of Bidding**

The bidder shall bear all the costs associated with the preparation and submission of bid and HLL will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

## **8. Bidding Document**

The bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of their bid without any further reference to the bidder.

## **9. Rejection of the Bid**

The Bid is liable to be rejected if:

- The document does not bear signature of authorized person.
- It is received through Telegram/Fax/E-mail.
- It is received after expiry of the due date and time stipulated for Bid submission.

- Incomplete Bids, including non -submission or non-furnishing of requisite documents/EMD/Bid Document Fee not conforming to the terms and conditions stipulated in this Bid Document are liable for rejection by the purchaser.
- Any ambiguity in the technical specifications of the items, terms & conditions and the bid with the conditional clauses.

#### **10. Modification and Withdrawal of Bids**

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the deadline for submission of bids.
- No bidder shall be allowed to withdraw the bid after the deadline of submission of bid.

#### **11. Deadline for submission of Bids**

Bids must be received by the Purchaser at the address specified in the Bid Document not later than the specified date and time as specified in the Bid Document. In the event of the specified date of submission of bids being declared a holiday for the purchaser, the bids will be received up to the appointed time on next working day of the purchaser.

The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline extended.

#### **12. Evaluation Criteria for Technical Bid & Commercial Bid**

- 12.1 The Purchaser will scrutinize the offers to determine whether it is complete, whether errors have been made in the offer, whether required technical documentation has been furnished and whether the documents have been properly signed. Offers with incorrect information or not supported by documentary evidence, wherever called for, would be summarily rejected.
- 12.2 Technical evaluation would be done to examine whether offered equipment/ machines complied with the technical specifications asked for. Deviation from specifications stipulated may make the offer liable for rejection.
- 12.3 The Technical Bids will be evaluated to ensure the compliance with the prescribed technical specifications , supported documents mentioned under Clause 6.1 and accordance with Clause 1.22. Bids which are not complied will be treated as non-responsive and summarily rejected.
- 12.4 Commercial bid of only short-listed bidders who will qualify in technical evaluation will be called for and evaluated by the Purchaser.
- 12.5 The qualified technical bidders will be intimated the commercial bid opening and the commercial bid of the unqualified technical bidders will be returned to them unopened.
- 12.6 For proper scrutiny, evaluation and comparison of offers, the purchaser may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder will be required to give presentation on the systems offered.
- 12.7 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser. If there is a

discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of the errors, his bid shall be rejected.

**12.8 The final selection of L1 bidder will be decided on the basis of Total Cost of Items, inclusive of 3 (three) Years' Warranty Charges.**

**13. Placement of order**

The Purchaser shall consider placement of supply order(s) for items quoted only on the first lowest responsive bidder (will be referred as L 1) who is technically and commercially qualified (Based on the total cost mentioned as in the clause 12.8).

**14. Placement of order and acceptance**

The supplier/contractor shall give acceptance of the order placed on it within 3 days from the date of order, failing which, the Purchaser shall have right to cancel the order.

**15. Signing of contract**

The issue of Purchase order shall constitute the award of contract to the bidder. On receipt of the purchase order by the supplier/contractor, a contract agreement / Service Level Agreement (SLA) shall be submitted in the format given by the Purchaser within 7 days from receipt of the order.

**16. Delivery schedule**

The successful bidder must undertake to deliver the items as per the purchase order, at the purchaser site **within 3 weeks** from the date of the placement of Purchase Order.

**17. Purchaser's right to vary quantities**

Purchaser will have the right to increase or decrease up to 20% of the quantity of goods and services specified in the schedule of requirements without any change in the unit price or other terms and conditions.

**18. Terms of Payment**

18.1 95% of the product cost including three years warranty charges along with VAT/Octroi and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing penalty charges for late delivery and late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report signed with date by an authorized official of HLL Lifecare Limited.

18.2 5% of the product cost including three years warranty charges will be paid after completion of the warranty period or on submission of Performance Bank Guarantee from any Nationalised/Scheduled Bank for equivalent amount and valid for warranty period.

**19. Paying Authority**

The payments as per the Payment Schedule covered here in above shall be paid by HLL Lifecare Ltd. However, Payment of the Bills would be payable on receipt of advice/confirmation

for satisfactory delivery/installation/re -installation, Live running and service report from User Department.

Following Documents are to be submitted for Payment:

- Three copies of invoice.
- Duly acknowledged Delivery Challan
- Installation Report, counter signed by authorized officials of both purchaser and supplier.
- Warranty Documents.
- Account details for payment through RTGS/NEFT, i.e., Name of Bank, Name of Branch, IFSC Code, Account No. etc. if applicable.

## **20. Scope of the work**

### **20.1 Scope of installation**

Activities to be performed but not limited to the following

- Supply of the Equipment and necessary Licenses if any.
- Carrying out a quality check for the supplied item.
- Installation / Rack Mounting of Network switches and accessories.
- Power on self-test replace any component in case of failure.
- Installation and configuration of all network items mentioned in **Annexure-I** and firmware upgrade/downgrade if required.
- Integration of new Network items with existing Network Infrastructure in our offices and Factories.
- Connectivity check to existing LAN.
- Documentation.

20.2 It will be binding upon the selected bidder to install and configure the equipment. Any problem, if occurs in course of Installation / Integration has to be settled amongst the concerned supplier/contractor on mutual co-operation. Installation must be started immediately after delivery, preferably by next working day, wherever feasible.

20.3 The purchaser reserves right to shift the ordered items to any location where it has presence, anywhere in India, either during the warranty or CAMC period.

20.4 Installation should be completed within seven working days of delivery, in case the site is ready. If site is not ready, installation should be completed within seven days of request from the purchaser.

20.5 **Training** - Training should be provided at free of cost to the concerned user department personnel regarding usage, trouble shooting and administration.

## **21. Warranty & Maintenance**

21.1 The supplier/contractor must provide **3 years on-site next business day** comprehensive warranty (24x7) for the items supplied at the respective locations mentioned under this bid document covering all parts from the date of acceptance of the systems by the purchaser i.e. on-site comprehensive warranty.

## 21.2 Scope of services during warranty period

- (i) The breakdown calls should be attended within 4 Hrs. of intimation
- (ii) All the defective parts should be replaced at free of cost.
- (iii) At least one preventive health checkup of the items should be done in every quarter.

21.3 The Supplier/Contractor shall be fully responsible for the manufacturer's or OEM's warranty for all equipment, accessories, spare parts, system software etc. against any defect arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer/ Supplier/contractor or any defect that may develop under normal use of supplied equipment during the warranty period.

21.8 Warranty shall not become void even if the purchaser buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty will not apply to such hardware installed.

## **22. Penalty or Liquidated Damages for delayed supply/ installation**

In case the delivery and installation is delayed beyond the stipulated date, Liquidated damage for late delivery at one half of one percent (0.5%) of the order value for each week of delay or part thereof would be imposed, subject to maximum of 5 % for the delayed delivery. The penalty for late delivery will be deducted from the bill amount.

## **25. Bid Currency**

All prices shall be expressed in Indian Rupees (INR) only.

## **26. Other Terms and conditions**

- 26.1 The Purchaser does not bind itself to accept the lowest or any bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reasons whatsoever.
- 26.2 The Purchaser reserves the right to resort to re -tendering without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection.
- 26.3 The Purchaser reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised Bids from the bidders due to such changes, if any.
- 26.4 Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment
- 26.5 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..
- 26.6 The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at [sivakumar@lifecarehll.com](mailto:sivakumar@lifecarehll.com). However no post bid clarification shall be entertained.

## **27. Purchaser's right to accept or reject any Bid or all Bids**

The Purchaser reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Purchaser's action.

## **28. Indemnity**

The selected bidder shall indemnify purchaser and be liable for loss due to malfunctioning of the equipment as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said supplier/contractor. The indemnity Bond shall be submitted within 7 days from receipt of the purchase order.

## **29. Governing laws and Disputes**

All disputes or differences whatsoever arising between the parties out of or in relation to the meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/ Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts in Kerala. The venue of the Arbitration shall be in Kerala.

## **30. Force Majeure**

30.1 If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

30.2 Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the Supplier may with the concurrence of the purchaser elect to retain.

## **31. Authorized Signatory**

The bidder should indicate the authorized officials from their organization who can discuss, correspond, sign agreements / contracts, raise invoice and accept payments and also to correspond. The bidders should furnish proof of signature of the authorized personnel for above purposes as required by purchaser.

**Senior Manager (Hardware)**

**Annexure- 1**
**Schedule of requirements with Technical Specifications**

Sl.No	Description of the Item	Qty	Location
1	48 Port Manageable Ethernet Switch (Cisco/Juniper/HP)	6	CHO: 6
2	24 Port Manageable Ethernet Switch with one number of 1G Copper transceiver module (Cisco/Juniper/HP)	14	CHO : 7 PFT : 2 AFT : 1 KFB: 2 KFC: 2
3	24 Port Manageable POE Ethernet Switch (Cisco/Juniper/HP)	10	CHO : 8 AFT : 1 KFC: 1
4	3 Mtr DAC 10G Multimode Cable (Cisco/Juniper/HP)	11	CHO :11
5	Singlemode 10 G Fibre Module (Cisco/Juniper/HP)	6	CHO: 6
6	Multimode 10 G Fibre Module (Cisco/Juniper/HP)	32	CHO:32

***Detailed minimum Technical specifications of each item are given below;***

**1. 48 Port Manageable Ethernet Switch (Cisco/Juniper/HP)**

1	<b><i>Hardware and interface requirements</i></b>	
	i.	The switch should be a stackable switch with minimum 48 x 10/100/1000 Ethernet Port and 2 x 1/10G SFP+ ports
	ii.	The proposed switch model should be available in PoE and non-PoE versions
	iii.	Switch should support an internal / external RPS
2	<b><i>Performance requirements</i></b>	
	i.	Switch should support stacking of up to 9 switches with a stacking bandwidth of 20Gbps or more. Any additional module or license required for enabling stacking should be proposed from day 1 along with one stacking cable per switch
	ii.	Should support wirespeed switching throughput of minimum 176Gbps ((48 (1G) + 2 (10G) + 20G) x 2 (FD))
	iii.	Should support distributed Layer 2 and Layer 3 forwarding of minimum 130Mpps ((48 (1G) + 2 (10G) + 20G) x 1.48Mpps)

3		<b>Layer 2 Switching</b>
	i.	Switch should support minimum 16000 MAC addresses per system
	ii.	Switch should support Jumbo frames – 9,000 bytes
	iii.	Switch Should support minimum 4000 VLAN's and VLAN ID's
	iv.	Switch Should support Port-based VLAN and MAC-based VLAN
	v.	Switch Should support 802.1Q VLAN tagging
	vi.	Switch Should support Voice VLAN
	vii.	Switch Should support Voice VLAN LLDP
	viii.	Switch Should support Voice VLAN LLDP-MED with VoIP integration
4		<b>Layer 3 Routing</b>
	i.	Switch should support IPv4 and IPv6 static routing and RIPng
	ii.	Switch should support OSPFv2, OSPFv3, VRRP and VRRPv6 with optional advanced license
5		<b>Quality of Service (QoS) requirements</b>
	i.	Switch should support Layer 2 and Layer 3 QoS
	ii.	Switch should support Strict Priority (SP) and SDWRR scheduling methods
	iii.	Switch should support Marking, policing, and shaping
	iv.	Switch should support L2-L4 classification criteria, including Interface, MAC address, Ethertype, 802.1p, VLAN, IP address, DSCP/IP precedence, and TCP/UDP port numbers
	v.	Switch should support minimum 8 hardware queues per port
6		<b>Multicast Support</b>
	i.	Should support IGMP v1/v2/v3
	ii.	Support minimum 3000 IGMP snooping entries
	iii.	Support PIM-SM, PIM-SSM, PIM-DM
	iv.	Should support IPv6 multicast snooping MLD v1/v2
7		<b>System Management and Administration</b>
	i.	Switch should support Software upgrades
	ii.	Switch should support SNMPv2 and SNMPv3
	iii.	Switch should support IPv6 Management including Neighbor discovery, Logging, Telnet, SSH, Web, SNMP, NTP and DNS
	iv.	Switch should support configuration and image rollback
	v.	Should support DHCP Server, Proxy, Client, Relay and Helper
	vi.	Should support IPv6 DHCP Server and Relay
	vii.	Switch should support VR aware DHCP
	viii.	Should support RADIUS and TACACS+ authentication
	ix.	Switch should support sFlow flow management
	x.	Switch should support local and remote port mirroring
	xi.	Switch should be manageable through CLI, Web Interface, SSHv2 and HTTP/HTTPS



	xii.	Switch should support the IEEE 802.3az standard for Energy Efficient Ethernet (EEE) functionality, reducing power consumption of copper ports during periods of low link utilization
	xiii.	Switch should have pre-configured profiles available for various port roles including desktop, desktop plus IP phone, WLAN access point, Routed uplink, and Layer 2 uplink.
		Configuration backup via FTP/secure copy
<b>8</b>	<b>Security features</b>	
	i.	Switch Should support Port, VLAN and Router based Access control lists (ACLs)
	ii.	Should support minimum 1500 ACL Entries in hardware
	iii.	Should have ability to add/remove/change ACL entries in middle of list (ACL editing)
	iv.	Switch should support MAC limiting
	v.	Switch should support Dynamic ARP Inspection (DAI)
	vi.	Switch should support DHCP snooping
	vii.	Switch should support L2-L4 ACL
	viii.	Switch should support Control plane DoS protection
<b>9</b>	<b>High Availability</b>	
	i.	Should support Hitless L2 and L3 failover in case of a routing engine failure in a stack
	ii.	Should support Non Stop Software upgrade for a full stack with a single command
<b>10</b>	<b>Warranty</b>	
	i.	Switch should be provided with hardware replacement warranty and ongoing software upgrades for all major and minor releases for a period of 3 years.

## 2. 24 Port Manageable Ethernet Switch (Cisco/Juniper/HP)

<b>1</b>	<b>Hardware and interface requirements</b>	
	i.	The switch should be a stackable switch with minimum 24 x 10/100/1000 Ethernet Port and 2 x 1/10G SFP+ ports
	ii.	The proposed switch model should be available in PoE and non-PoE versions
	iii.	Switch should support an internal / external RPS
<b>2</b>	<b>Performance requirements</b>	
	i.	Switch should support stacking of up to 9 switches with a stacking bandwidth of 20Gbps or more. Any additional module or license required for enabling stacking should be proposed from day 1 along with one stacking cable per switch
	ii.	Should support wirespeed switching throughput of minimum 128Gbps ((24 (1G) + 2 (10G) + 20G) x 2 (FD))

	iii.	Should support distributed Layer 2 and Layer 3 forwarding of minimum 95Mpps ((24 (1G) + 2 (10G) + 20G) x 1.48Mpps)
<b>3</b>	<b>Layer 2 Switching</b>	
	i.	Switch should support minimum 16000 MAC addresses per system
	ii.	Switch should support Jumbo frames – 9,000 bytes
	iii.	Switch Should support minimum 4000 VLAN's and VLAN ID's
	iv.	Switch Should support Port-based VLAN and MAC-based VLAN
	v.	Switch Should support 802.1Q VLAN tagging
	vi.	Switch Should support Voice VLAN
	vii.	Switch Should support Voice VLAN LLDP
	viii.	Switch Should support Voice VLAN LLDP-MED with VoIP integration
<b>4</b>	<b>Layer 3 Routing</b>	
	i.	Switch should support IPv4 and IPv6 static routing and RIPng
	ii.	Switch should support OSPFv2, OSPFv3, VRRP and VRRPv6 with optional advanced license
<b>5</b>	<b>Quality of Service (QoS ) requirements</b>	
	i.	Switch should support Layer 2 and Layer 3 QoS
	ii.	Switch should support Strict Priority (SP) and SDWRR scheduling methods
	iii.	Switch should support Marking, policing, and shaping
	iv.	Switch should support L2-L4 classification criteria, including Interface, MAC address, Ethertype, 802.1p, VLAN, IP address, DSCP/IP precedence, and TCP/UDP port numbers
	v.	Switch should support minimum 8 hardware queues per port
<b>6</b>	<b>Multicast Support</b>	
	i.	Should support IGMP v1/v2/v3
	ii.	Support minimum 3000 IGMP snooping entries
	iii.	Support PIM-SM, PIM-SSM, PIM-DM
	iv.	Should support IPv6 multicast snooping MLD v1/v2
<b>7</b>	<b>System Management and Administration</b>	
	i.	Switch should support Software upgrades
	ii.	Switch should support SNMPv2 and SNMPv3
	iii.	Switch should support IPv6 Management including Neighbor discovery, Logging, Telnet, SSH, Web, SNMP, NTP and DNS
	iv.	Switch should support configuration and image rollback
	v.	Should support DHCP Server, Proxy, Client, Relay and Helper
	vi.	Should support IPv6 DHCP Server and Relay
	vii.	Switch should support VR aware DHCP
	viii.	Should support RADIUS and TACACS+ authentication
	ix.	Switch should support sFlow flow management
	x.	Switch should support local and remote port mirroring
	xi.	Switch should be manageable through CLI, Web Interface, SSHv2 and HTTP/HTTPS

	xii.	Switch should support the IEEE 802.3az standard for Energy Efficient Ethernet (EEE) functionality, reducing power consumption of copper ports during periods of low link utilization
	xiii.	Switch should have pre-configured profiles available for various port roles including desktop, desktop plus IP phone, WLAN access point, Routed uplink, and Layer 2 uplink.
	xiv.	Configuration backup via FTP/secure copy
<b>8</b>	<b>Security features</b>	
	i.	Switch Should support Port, VLAN and Router based Access control lists (ACLs)
	ii.	Should support minimum 1500 ACL Entries in hardware
	iii.	Should have ability to add/remove/change ACL entries in middle of list (ACL editing)
	iv.	Switch should support MAC limiting
	v.	Switch should support Dynamic ARP Inspection (DAI)
	vi.	Switch should support DHCP snooping
	vii.	Switch should support L2-L4 ACL
	viii.	Switch should support Control plane DoS protection
<b>9</b>	<b>High Availability</b>	
	i.	Should support Hitless L2 and L3 failover in case of a routing engine failure in a stack
	ii.	Should support Non Stop Software upgrade for a full stack with a single command
<b>10</b>	<b>Warranty</b>	
	i.	Switch should be provided with hardware replacement warranty and ongoing software upgrades for all major and minor releases for a period of 3 years.

### 3. 24 Port Manageable POE Ethernet Switch (Cisco/Juniper/HP)

<b>1</b>	<b>Hardware and interface requirements</b>	
	i.	The switch should be a stackable switch with minimum 24 x 10/100/1000 POE Ethernet Port and 2 x 1/10G SFP+ ports
	ii.	Switch should support an internal / external RPS
<b>2</b>	<b>Performance requirements</b>	
	i.	Switch should support stacking of up to 9 switches with a stacking bandwidth of 20Gbps or more. Any additional module or license required for enabling stacking should be proposed from day 1 along with one stacking cable per switch
	ii.	Should support wirespeed switching throughput of minimum 128Gbps ((24 (1G) + 2 (10G) + 20G) x 2 (FD))
	iii.	Should support distributed Layer 2 and Layer 3 forwarding of minimum 95Mpps ((24 (1G) + 2 (10G) + 20G) x 1.48Mpps)
<b>3</b>	<b>Layer 2 Switching</b>	
	i.	Switch should support minimum 16000 MAC addresses per system
	ii.	Switch should support Jumbo frames – 9,000 bytes
	iii.	Switch Should support minimum 4000 VLAN's and VLAN ID's

	iv.	Switch Should support Port-based VLAN and MAC-based VLAN
	v.	Switch Should support 802.1Q VLAN tagging
	vi.	Switch Should support Voice VLAN
	vii.	Switch Should support Voice VLAN LLDP
	viii.	Switch Should support Voice VLAN LLDP-MED with VoIP integration
<b>4</b>	<b>Layer 3 Routing</b>	
	i.	Switch should support IPv4 and IPv6 static routing and RIPng
	ii.	Switch should support OSPFv2, OSPFv3, VRRP and VRRPv6 with optional advanced license
<b>5</b>	<b>Quality of Service (QoS ) requirements</b>	
	i.	Switch should support Layer 2 and Layer 3 QoS
	ii.	Switch should support Strict Priority (SP) and SDWRR scheduling methods
	iii.	Switch should support Marking, policing, and shaping
	iv.	Switch should support L2-L4 classification criteria, including Interface, MAC address, Ethertype, 802.1p, VLAN, IP address, DSCP/IP precedence, and TCP/UDP port numbers
	v.	Switch should support minimum 8 hardware queues per port
<b>6</b>	<b>Multicast Support</b>	
	i.	Should support IGMP v1/v2/v3
	ii.	Support minimum 3000 IGMP snooping entries
	iii.	Support PIM-SM, PIM-SSM, PIM-DM
	iv.	Should support IPv6 multicast snooping MLD v1/v2
<b>7</b>	<b>System Management and Administration</b>	
		Switch should support Software upgrades
	i.	Switch should support SNMPv2 and SNMPv3
	ii.	Switch should support IPv6 Management including Neighbor discovery, Logging, Telnet, SSH, Web, SNMP, NTP and DNS
	iii.	Switch should support configuration and image rollback
	iv.	Should support DHCP Server, Proxy, Client, Relay and Helper
	v.	Should support IPv6 DHCP Server and Relay
	vi.	Switch should support VR aware DHCP
	vii.	Should support RADIUS and TACACS+ authentication
	viii.	Switch should support sFlow flow management
	ix.	Switch should support local and remote port mirroring
	x.	Switch should be managable through CLI, Web Interfce, SSHv2 and HTTP/HTTPs
	xi.	Switch should support the IEEE 802.3az standard for Energy Efficient Ethernet (EEE) functionality, reducing power consumption of copper ports during periods of low link utilization
	xii.	Switch should have pre-configured profiles available for various port roles including desktop, desktop plus IP phone, WLAN access point, Routed uplink, and Layer 2 uplink.
	xiii.	Configuration backup via FTP/secure copy

<b>8</b>	<b>Security features</b>	
	i.	Switch Should support Port, VLAN and Router based Access control lists (ACLs)
	ii.	Should support minimum 1500 ACL Entries in hardware
	iii.	Should have ability to add/remove/change ACL entries in middle of list (ACL editing)
	iv.	Switch should support MAC limiting
	v.	Switch should support Dynamic ARP Inspection (DAI)
	vi.	Switch should support DHCP snooping
	vii.	Switch should support L2-L4 ACL
	viii.	Switch should support Control plane DoS protection
<b>9</b>	<b>High Availability</b>	
	i.	Should support Hitless L2 and L3 failover in case of a routing engine failure in a stack
	ii.	Should support Non Stop Software upgrade for a full stack with a single command
<b>10</b>	<b>Warranty</b>	
	i.	Switch should be provided with hardware replacement warranty and ongoing software upgrades for all major and minor releases for a period of 3 years.

**Address of location**

<b>CHO</b>	<b>HLL Lifecare Limited,</b> Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram – 695012 Phone: 0471-2354949
<b>PFT</b>	<b>HLL Lifecare Limited,</b> Peroorkada factory, Peroorkada, Thiruvananthapuram – 69500 Phone -0471-2437270
<b>AFT</b>	<b>HLL Lifecare Limited,</b> Akkulam Plant, Sreekaryam.P.O, Thiruvananthapuram- 695 017 Phone: 0471 - 2442692
<b>KFC</b>	HLL Lifecare Ltd, Kakkanadu Factory Cochin, Plot No: 16/A/1, Cochin special Economic Zone, Kakkanadu, Kochi-682037 Phone: 0484 - 2413332
<b>KFB</b>	HLL Lifecare Limited, Kanagala Factory, Belgaum - 591225, Karnataka 08333 – 279206

**Annexure- 2**

**Price Schedule**

SI.NO	Description of item / work	Unit	Qty	Basic Price(Rs)	Taxes/ Duties (Rs)	Other incidental costs if any (Rs)	Total Price for each unit (Rs)	Amount (Rs)
1	2	3	4	5	6	7	8=5+6+7	9=4*8

Total Price (in Figure): Rs.....

Total Price (in words): Rs.....

**Annexure-3**

**FORM FOR PRICE BID**

Having examined the Tender Document Number ..... dated ....., the receipt of which is hereby acknowledged, we, the undersigned, offer to the Supply, Installation and Configuration of Network Switches and Accessories at our Offices and Factories under the above named Tender in full conformity with the Bidding Documents for the sum quoted in price schedule. The following is the total bid price for the scope of work described in our response to your Tender Document.

- i) In figures \_\_\_\_\_
- ii) In words \_\_\_\_\_

(Please quote the price in Indian Rupees only)

The breakup of the above lump sum price is given in the Price Schedule attached herewith and is made part of this bid.

Thanking you,  
Yours faithfully,

<Seal and Signature of Authorized Signatory>  
<Name of Authorized Signatory>  
<Title of Authorized Signatory>

Note: In case of bid by a Bidder/Consortium, this form has to be signed by authorised signatories of all the members of the Bidder/Consortium.

Encl: Price Schedule - \_\_\_\_ pages