



Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram– 695 012
Kerala, India.
Phone: 0471 – 2354949
Website: www.lifecarehll.com

Invitation for Bids

Establishment of Dedicated Leased Line Internet Connectivity

Date	:	11 th February 2015
IFB No.	:	HLL/CHO/IT/Internet/2015/

The schedule of the bid is given below.

Last date and time for receipt of bids	:	15.00 Hrs on 21.02.2015
Time and date of opening of Bids	:	15.30 Hrs on 21.02.2015

Dear Sir,

Sub: Establishment of Dedicated Leased Line Internet Connectivity

HLL Lifecare Ltd (HLL), Thiruvananthapuram now invites sealed competitive bids from eligible bidders for the **Establishment of Dedicated Leased Line Internet Connectivity** at our Corporate and Registered Office, Thiruvananthapuram. The Technical Specifications are given in **Annexure – I**.

The terms and conditions of the bid are given below:

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 Internet Service Provider for the internet and the bidder may attach the documentary proof for the same.
3. The bidder should have executed at least five similar installations in Kerala and the documentary evidences for the same have to 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 should provide 24x7 customer support.
6. The uptime of the connectivity should be a minimum of 99.5 %. Uptime is measures as Total Uptime Hours/Total Hours of the billing period. 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 advance payment will be deducted as penalty from the next payment.

7. A Service Level agreement (SLA) based on “**Quality of Service**” and **Uptime of the Connectivity** shall be signed by HLL and the successful bidder within 15 days from the date of acceptance of the Purchase Order.
8. HLL reserves the right to cancel the services at any time by giving 1 month advance notice period, if the service is not provided as per the SLA.
9. The dedicated leased internet connectivity should be provided through OFC/RF-UBR/RF-LBR Connectivity.
10. 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.
11. The prices should be quoted as per the format for price schedule enclosed as Annexure – II.
12. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
13. The bids should contain the complete technical specifications of the equipment supported with illustrative literatures/catalogues.
14. Internet connection should be provided within **4 weeks** from the date of placement of order.
15. Penalty @ 0.50 % per week’s delay subject to a maximum of 5 % is applicable for the delay in implementation of internet connectivity.
16. Bids should be clear in all respects and those with ambiguous clauses shall be summarily rejected.
17. The supply order shall be placed on the lowest responsive bidder.
18. 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 /Uptime efficiency Report duly signed by the concerned person of HLL and representatives of the supplier.
19. The bids should be submitted to the following address.

**Associate Vice President (IT),
HLL Lifecare Ltd,
HLL Bhavan, Poojappura,
Thiruvananthapuram -695012
Ph: 0471-2354949**
20. Bids should be submitted latest by before **15:00 Hrs on 21.02.2015** and the same **will be opened at 15:30 Hrs on the same day** at Corporate Head Office, Poojappura, 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.

21. Bidders are requested to contact the undersigned for further information, if any.
22. All the service calls should be attended within 2 hours of intimation.
23. Any bid received after the deadline for submission of bids will be rejected.
24. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
25. The envelopes containing the bid shall bear the words "DO NOT OPEN BEFORE" (Here insert the time and date of bid opening).
26. 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.
27. No Email or fax bids will be accepted.
28. 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
Senior Manager (HW)

Annexure – I

Sl. No.	Description of Product	Location
1	15 Mbps (1:1) Leased Line Internet Connection with a minimum 30 Nos of Static IPs.	HLL Lifecare Ltd, Corporate and Registered Office, HLL Bhavan, Poojappura P.O, Thiruvananthapuram- 695012.
2	8 Mbps (1:1) Leased Line Internet Connection with a minimum 20 Nos of Static IPs.	

Price Schedule							Annexure – II			
Sl.NO	Description of item / work	Unit	Quantity	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.