



(A Government of India Enterprise)

Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram– 695 012
Kerala, India.

Phone: 0471 – 2354949

Website: www.lifecarehll.com

Invitation for Bids

**RATE CONTRACT – SUPPLY AND INSTALLATION OF COMPUTERS AT HEAD OFFICE,
FACTORIES AND OTHER OFFICES OF HLL LIFECARE LTD (HLL) ACROSS INDIA**

Date	:	20.08.2014
IFB No.	:	HLL/CHO/IT/RC- Computers /2014

The schedule of the bid is given below.

Last date and time for submission of e-tender	:	15.00 Hrs on 30.08.2014
Time and date of opening of Technical Bids (through e-tendering)	:	15.30 Hrs on 30.08.2014

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*Note: This document contains total **41 pages** including cover. No change and modification in the document by the bidder is permissible.*

SECTION – 1

1.1 NOTICE INVITING TENDER

HLL Lifecare Limited, Corporate and Registered Office, Poojappura, Thiruvananthapuram invites **e-Tender** under open two bid system from reputed Original Equipments Manufacturer (OEM) / OEM Authorised Agency/Distributor/Channel partner for the supply and installation of Desktop Computers and Laptop Computers at Head office, factories and other offices of HLL across India under rate contract against the internal requirement of HLL. HLL e-Tender portal can be accessed through URL <https://etender.lifecarehll.com> or through www.lifecarehll.com/tender and click on *E-Tenders*.

S.No	Item	Qty *(Nos).
1.	Desktop Computer	100
2.	Laptop Computers	50

**Quantities indicated are approximate only, can vary based on actual requirement.*

Date, Time & Venue of Pre-Bid Meeting	: 25.08.2014 at 11.30 Hrs
Venue	: HLL Lifecare Ltd., Corporate & Registered Office HLL Bhavan, Poojapura, Thiruvananthapuram-695012 Phone: 0471-2354949
Last date for registration of new vendor	: 28.08.2014 at 11.30 Hrs
Last date and time for submission of Tender Fee	: 29.08.2014 at 11.30 Hrs
Last date and time for submission of EMD	: 29.08.2014 at 15.30 Hrs
Last date and time for submission of e-Tender	: 30.08.2014 at 15.00 Hrs
Date and time of opening technical bid through e-tendering	: 30.08.2014 at 15.30 Hrs

GENERAL INSTRUCTIONS

1. Please go through the *bidders help document* provided in the e-tendering portal before proceeding for bidding.
2. Detailed step-step tutorial video/ manual, Frequently Asked Questions are available in the portal.

3. Please ensure that all prerequisites are in place before starting for bidding.
4. In the event of any amendments in the Bid, an E-mail communication will be sent to all registered bidders for the particular RFX. Please ensure the correctness of Email IDs given to HLL.
5. The bidders are requested to note that it is mandatory to have a valid Class 3B Digital Certificate and Encryption Certificate issued by any certifying authority approved by Govt. of India to participate in the online bidding. The bidders are requested to ensure that they have the same, well in advance.
6. Once the bid is published in HLL e-tender portal, the bid document and relevant details from the technical folder can be viewed/downloaded using log on credentials by all registered vendors of HLL for e-tendering or using Guest login for a new vendor. The prospective bidder can also download the bid document from the website www.lifecarehll.com.
7. Interested bidders, who are not registered/empanelled with HLL as a Vendor, please complete the Vendor registration procedure and ensure that they are in possession of valid User ID on or before 28.08.2014 at 11.30 Hrs. For the vendor registration purpose, the bidder can submit (by e-mail- sivakumar@lifecarehll.com) the duly filled format given in Technical RFX (C-Folder).
8. The exported public key of Digital Certificate in *.cer format should also be submitted through e-mail by both registered /new vendors for the purpose of mapping the same in the Server for enabling the bidders to participate in the e-tender on or before 28.08.2014. at 11.30 Hrs.
9. Bidders will not be able to participate in the e-tender after the closing time mentioned for the submission of bid. Please make note of the dynamic time displayed in the screen.
10. TENDER FEE (NON-REFUNDABLE): INR.1000.00 (Rupees One Thousand only) in the form of DD taken from any Nationalized / Scheduled bank in favour of HLL Lifecare Limited payable at Thiruvananthapuram. The bidder can create response in e-tender portal for the bid only after the payment of Tender fee, before the deadline and subsequent acknowledgement by HLL.
11. EMD: INR.1,00,000.00 (Rupees One lakh Only) in the form of DD in favour of HLL Lifecare Limited payable at Thiruvananthapuram / Unconditional Bank Guarantee taken from any Nationalized /Scheduled bank valid for 3 months.
12. The bidders can view the status of the EMD & Tender fee amount submitted, by logging to portal using their username and password, once HLL Lifecare Ltd acknowledges the receipt of the EMD and Tender fee.
13. Since this being an open bid, interested bidders need to first Register for the bid Hence the bidders are requested log in to portal using their credentials (user name and Password), select the particular RFX and in the detail screen click on "Register" icon. This is a mandatory prerequisite for all further activities like, Tender fee & EMD acknowledgement, Creating the Response & receiving E-mail communications with reference to the RFX etc.,
14. The Price Bid of those Bidders, who qualify in the Technical Bid, only will be opened. The date and time of opening of price bid will be intimated separately.

1.2 INTRODUCTION

The process and procedures of bidding, the materials to be supplied and the various terms and conditions of this tender are provided in the Bid Document.

1. The Bid Documents include:-

Section -1: Notice inviting Tender

Section-2: Instruction to bidders

Section -3: General Conditions of Contract

Section-4: Special Conditions of Contract

Section-5: Technical Specifications

Section-6: Address of locations

Section-7: Formats

a. Bid form

b. Earnest Money Deposit Form

c. Manufacturer's Authorization Form (MAF)

d. Performance Bank Guarantee Form

Section-8: Technical documents

a. Company profile

b. Details of similar work done

c. Details of support centers

Section-9: Check list

2. The Bidder should carefully read all the instructions, terms and conditions, specifications and various forms that are provided in the Bid Document. The bid may be rejected if any or all of the information asked for in this document are not furnished along with the bid or if the bid is not responsive with the Bid Document.

1.3 BID DETAILS

Type of the bidding	E-Tender Two bid System (Technical and Commercial)
Details of the contact person/telephone No. /E-mail address	P.Sivakumar,Senior Manager (Hardware) HLL Lifecare Limited, Corporate & Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012 Phone: 0471-2354949 Website: www.lifecarehll.com e-Mail: sivakumar@lifecarehll.com
Date, Time & Venue of Pre-Bid Meeting and training for e-tendering	25.08.2014 at 11.30 Hrs at the above mentioned address
Last date & time to complete vendor Registration (in the case of new vendor for HLL)	28.08.2014 at 11.30 Hrs
Last Date for submission of Tender fee	29.08.2014 at 11.30 Hrs
Last Date and Time for submission of EMD	29.08.2014 at 15.30 Hrs
Last Date and Time for submission of e-tender	30.08.2014 at 15.00 Hrs
Date, Time & Venue of Technical Bid Opening (through e-tendering)	30.08.2014 at 15.30 Hrs HLL Lifecare Limited Corporate & Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012 (Only one representative from one company/organization shall be permitted for technical bid opening)
Date and time of opening of the financial /Commercial Bid (Through e-Tendering)	Date and time of opening of financial /commercial bids will be Intimated to qualified bidders via e-mail / letter / telephone separately
Tender Fee	INR.1000.00 (Rupees One Thousand only) in the form of DD in favour of HLL Lifecare Limited payable at Thiruvananthapuram taken from any Nationalized /Scheduled bank
Earnest Money Deposit(EMD)	INR.1,00,000.00 (Rupees One lakh Only) in the form of DD in favour of HLL Lifecare Limited payable at Thiruvananthapuram / Unconditional Bank Guarantee taken from any Nationalized /Scheduled bank

SECTION – 2

2. INSTRUCTIONS TO BIDDERS

2.1. DEFINITIONS

- a. **“The Purchaser”** means “HLL Lifecare Limited (HLL), Corporate and Registered Office, Poojappura, Thiruvananthapuram”.
- b. **“The Bidder”** means a OEM firm or OEM authorized agency/distributor/Channel partner who participates in the tender and submits its proposal.
- c. **“OEM”** – means Original Equipment Manufacturer
- d. **“Successful Bidder”** means the Bidder, who, after the complete evaluation process, gets the Award of Contract. The Successful Bidder shall be deemed as “Contractor” appearing anywhere in the document.
- e. **“Award of Contract or Notification of Award”** means the issue of a signed letter by the Purchaser of its intention to award the work / rate contract with price details.
- f. **“The Contract or Contact Agreement”** means the agreement entered into between the purchaser and the Contractor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- g. **“The Contractor or Supplier or Vendor”** means the individual OEM firm or OEM authorized agency/distributor/channel partner supplying the Goods / items/Services under this Contract.
- h. **“The Contract Price”** means the price payable to the Successful Bidder under the Award of Contract for the full and proper performance of its contractual obligations. The Contract Price shall be deemed as **“Contract Value”** appearing anywhere in the document.

2.2 AMENDMENT OF BID DOCUMENTS

At any time, prior to the date of submission of Bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify bid documents by amendments by issuing corrigendum/addendum in the website of the HLL.

2.3 COST OF BIDDING

The Bidder has to bear all the costs associated with the preparation and submission of the bid. Purchaser will, in no case, be responsible or liable for any of the costs, regardless of the conduct or outcome of the bidding process

2.4 BID FEE AND EARNEST MONEY DEPOSIT (EMD)

- 2.4.1. The bidder should submit a non-refundable bid fee of INR.1000/- (Rupees One Thousand only) in the form of DD and Earnest Money Deposit (EMD) is of INR.1,00,000/- (Rupees One Lakh Only) in the form of a DD drawn in favour of

“HLL LIFECARE LIMITED, THIRUVANANTHAPURAM” from any Nationalized /Scheduled bank payable at Thiruvananthapuram / unconditional Bank Guarantee from any Nationalized /Scheduled bank valid for 3 months. Payment in any other form will not be accepted. The Bid submitted without EMD and/or the bid fee shall be summarily rejected. No interest shall be paid on any of these deposits.

- 2.4.2. The EMD of the successful Bidder will be returned when the Bidder has signed the Contract Agreement with the purchaser and has furnished the required Performance Bank Guarantee as specified in the bid.
- 2.4.3. The EMD of unsuccessful bidders will be returned as promptly as possible to them within one month of selection of successful bidder.
- 2.4.4. The EMD will be forfeited if;
- i. The Bidder withdraws the bid during the period of bid validity.
- Or**
- ii. The Successful Bidder fails to sign the contract agreement with the Purchaser.
- Or**
- iii. The Successful Bidder fails to furnish the Performance Bank Guarantee within the stipulated time.

2.5 Technical Bid

- 2.5.1 All Technical details requested should be attached in C-Folder of the e-tendering portal.
- 2.5.2 Bidders are requested to attach scanned copy of the necessary documents as mentioned in the check list of the bid document (Annexure-10) in the Technical RFx (C-Folder), failing which the tender is summarily rejected. Please ensure that all the required technical documents are uploaded while submitting the tender online.

NB: Please ensure that no sensitive data pertaining to Price are uploaded in Technical bid folder (C-folder)

2.6. PRICE BID

- 2.6.1. The prices must be made in Indian Rupees only.
- 2.6.2. The rates and prices quoted by the bidder shall be fixed and valid for the entire period of contract.
- 2.6.3 Bidders are requested to submit their price bid through the e-tendering portal only. Please quote your basic price (inclusive of Duties, statutory levies, packing & forwarding, freight, insurance, onsite Installations, etc and excluding Sales Tax, VAT (Value Added Tax)/ Octroi / Entry Tax.) for each line item. Bidders are requested to upload the breakup of Sales Tax, VAT (Value Added Tax)/ Octroi / Entry Tax /Tax against C-form etc (whichever is applicable) on item wise/state wise. The format for the same can be downloaded from the price bid of the portal. However the basic price of the item shall only be taken for evaluation for each item.

2.6.4 There are 16 line items included in the tender .Bidders are requested to enter basic price separately for each line item in the portal with Tax code as V0 (V-zero).

2.6.5 The successful bidder shall obtain Insurance to cover items up to successful installation and acceptance of the item at purchaser's site.

2.7. BID VALIDITY

The bids shall remain valid for the period of **180 days** from the date of opening of price bid. Any offer falling short of the validity period is liable for rejection.

2.8.ONLY ONE BID PER PARTY

Each bidder is permitted to submit ONLY ONE BID irrespective of whether he is the sole bidder, or the Leader or Member of duly formed JV (Joint Venture). In case it is found that any bidder has submitted more than one bid in any of the above capacities, all bids so submitted shall be summarily rejected and the purchaser shall not entertain any further request/ correspondence in this matter.

2.9. BIDDING BY AGENCY/ DISTRIBUTOR/CHANNEL PARTNER

The bidder should quote only a single option for each item which is cost-effective and meets the tender specifications and should not include alternatives. If the bidder is OEM authorized agency/distributor/channel partner of one OEM/Principal company, then such bidder shall not submit the bid for another OEM/ principal company. Any such bid found shall be summarily rejected.

2.10. SUBMISSION OF BIDS

2.10.1 Necessary training on the bidding process will be provided by HLL at the time of Pre-bid meeting. No other training will be provided thereafter. Hence the bidders are requested to depute the concerned personal who is going to work in the e-tendering portal as part of tender submission.

2.10.2 The technical and commercial/price bids to be submitted online through the portal only (<https://etender.lifecarehll.com>) as per the terms and conditions mentioned in the tender. HLL will follow a two-stage evaluation and selection process. In the first stage, only the „TECHNICAL BIDS“ submitted **online** by the bidder will be opened. In the second stage, those bidders only satisfying the technical requirements as determined by the HLL and as per the requirements/specifications and the terms and conditions of this document, shall be short- listed for commercial evaluation.

2.10.3. The bidders are requested to note that it is mandatory to have a valid Class 3B digital certificate & Encryption certificate issued by any certifying authority approved by Govt. of India to participate in the online bidding. The bidders are requested to ensure that they have the same, well in advance.

2.10.4. To participate in online tender, the bidders who are not a registered vendor of HLL have to complete the vendor registration procedure before the date mentioned in order to get the valid user ID and password. For this purpose, the bidder can submit the details in the format attached in Technical RFx (C- Folder).

2.11. MODIFICATION OF BIDS

The Bidder is allowed to modify the submitted bid any time prior to the last date prescribed for the submission of bid.

2.12. CONTACTING THE PURCHASER

Any effort by a Bidder to influence the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

2.13. ELIGIBILITY/ PRE-QUALIFICATION CRITERIA

Bidders that meet **ALL** of the following pre-qualification criteria need only apply.

- 2.13.1 Bidder must be a company or an entity registered in India OR a body corporate or a corporation if registered outside India. In the case of an Overseas Body corporate or corporation, such bidder shall have an office in India. The bidder shall submit a copy of the certificate of registration and organizing documents viz. Memorandum of Association/ Articles of Associations, rules and regulations etc duly certified by a notary public or attorney-at-law.
- 2.13.2 Bidder should be OEM or OEM Authorised Agency/Distributor/Channel Partner. If authorized Agency/Distributor/Channel Partner of OEM, the Manufacturer Authorization Form (addressed to HLL) needs to be submitted in the format given in *Annexure-5*.
- 2.13.3 Experience in Supply, Installation, Commissioning, Maintenance of Desktop / Laptop Computers, Printers, UPS during the last 3 years ending last day of month previous to the month of publication of this tender. Documentary proof (copies of Purchase orders, certificates from clients, etc) should be attached along with the bid.
- 2.13.4 The Bidder should not have been blacklisted by any Central/ State Government department /Institutions/ PSU /PSE for non-implementation/delivery of the order/any other reasons. Self-declaration to that effect by the authorized signatory should be submitted along with the technical bid.
- 2.13.5 The Bidder should have reputed background and should be established in Computer Hardware business (Supply and installation of Computer Hardware items) for at least 3 years with the annual turnover at least Rs.5 crore per year during last 3 years. Documentary proof should be submitted for the above.

- 2.13.6 Bidder should be a financially sound enough to execute the Purchase Orders. The bidder shall submit Audited Balance Sheet and Profit & Loss Account statement or Annual Report for the last three financial years.
- 2.13.7 The Bidder should be having all India presence with their own /branch offices at Thiruvananthapuram and other major cities like New Delhi, Chennai, Bengaluru, Mumbai, Kolkatta etc and should be having arrangement to provide speedy & quality service at all the HLL locations given in the Annexure-2. In case the vendor do not have its own office at some of the locations and wishes to provide support services through partner/ franchise at those locations, a letter from the partner/franchise should be enclosed stating that they will be providing support services to the purchaser for purchases under Rate Contract. Bidder should ensure that the purchase order execution, after sale service, etc should be provided through their local office / partner/franchise. The address and contact details of all such locations may be attached with the bid (Annexure-9).
- 2.13.8 Bidder and quoted OEM products should have ISO 9000 Certification. Documentary proof should be attached along with the bid.
- 2.13.9 Bidder should have executed at least 3 projects (amount not less than Rs. 5 Lakh)of supplying Computers and other Hardware items preferably covering all the states/cities as mentioned in Annexure-2 and at least one project amounting not less than Rs 10 Lakh (Performance statement Format given in Annexure-8)

2.14. OPENING OF TECHNICAL BID

The authorized representatives / Committee of the purchaser will open the bids in presence of bidder's representatives who wish to attend.

2.15.EVALUATION OF BIDS

- 2.15.1 The evaluation of each item will be done on the basis of basic items and optional items. Hence vendors are required to quote for respective optional items also, failing which they may not be considered for evaluation.
- 2.15.2 To assist in the scrutiny, evaluation and comparison of offers, HLL may at its discretion ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the vendor is required to give presentation on the items offered.
- 2.15.3 The evaluation process is given below;

Phase-1:

Pre-Qualification and Technical Bid Evaluation: The Bidder shall have to fulfill all the Prequalification Criteria. These documents will be scrutinized along with the Technical Bid in this phase of evaluation. Those bidders who do not fulfill the terms and conditions of Pre-qualification Criteria as specified in this tender or whose Technical Bid is non-responsive will not be eligible for further process. Technical Bids of the Bidders would be evaluated for the clause-by-clause compliance of the Bid document. The Purchaser reserves the right to ask for a technical elaboration/clarification at any point of time during evaluation process.

Phase-2 :

Opening and evaluation of Financial Bid: The financial bids of only the Technically qualified bidders will be opened .The Commercial Bid Evaluation will be based on the basic price (excluding Sales Tax, VAT & Octroi / Entry Tax, etc.,) for individual items.

2.16. PURCHASER'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

HLL Lifecare Limited (HLL) shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete or ambiguity or conditional offers without assigning any reason whatsoever. HLL reserves the right to make any changes in the terms and conditions of purchase. HLL will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

2.17. AWARD OF CONTRACT

2.17.1 This common tender has been issued purely for the convenience of HLL Lifecare Limited. The L1 bidder will be decided based on the basic rate quoted for the items (Desktop/Laptop). If the price of the optional items quoted by the L1 bidder is higher than other bidders, the L1 bidder will be requested to match the lowest price for the optional items also and thereby the final price of the items will be fixed. Hence, the price of L1 will be offered to all other bidders who have quoted that item, and whoever agrees to match the price will be included in the contract and thereby panel of Vendors will be formed.

2.17.2 The Purchaser will notify the Successful Bidder/s on its intention to award the work through "**Notification of Award**" mentioning the total value of each item.

2.17.3 The successful bidder(s) shall be required to enter into a contract with HLL by signing in the form of contract agreement within 7 days of the Notification of Award. This is deemed as the "Contract" or "Contract Agreement" defined elsewhere in this tender document. The Empanelment of Vendors under the Rate Contract to be valid for **ONE YEAR** from the date of signing of agreement, which is extendable at the discretion of HLL.

2.18. GENERAL INSTRUCTIONS TO THE BIDDERS

- 2.18.1. The cost of preparing the proposal, cost involved for the technical presentation and of visit to HLL will not be reimbursed.
- 2.18.2. The quantities indicated are to be used for reference only. Purchase Orders will be placed from any HLL office or factory in India as per their requirement during the rate contract period and the vendor from the panel will be preferred on the basis of proximity to the respective locations. However the placement of purchase order is as per the discretion of purchaser only.
- 2.18.3. All cutting, overwriting in the proposal should be authenticated by the initials of the authorized signatory.
- 2.18.4. Canvassing in any form will lead to disqualification of the bid.
- 2.18.5. The Bidder shall keep confidential any information related to this bid with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this bid and shall not be disclosed to any third party for any reason whatsoever.
- 2.18.6. Language of Tender: The Tender prepared by the Bidder, as well as all correspondence and documents relating to the Tender exchanged by the Bidder and the purchaser and supporting documents and printed literature shall be in English language only.
- 2.18.7. No eMail, Telex and Fax bids will be accepted. However this will not apply to clarifications, additional information submitted by the bidder based on the request of HLL.
- 2.18.8. If the bidder is an approved contractor of DGS&D rate contract, the details shall be furnished in the bid.
- 2.18.9. No sub-contracting under the rate contract shall be permitted.

SECTION – 3

3. GENERAL CONDITIONS OF THE CONTRACT (GCC)

3.1 GENERAL

The computers supplied under this contract shall conform to the Technical Specifications given in this bid under **Annexure-1**.

3.2. PERFORMANCE BANK GUARANTEE

- 3.2.1. The selected vendors shall furnish the Performance Bank Guarantee for an amount of INR 2,00,000.00(Rupees Two Lakh only) in the prescribed format mentioned in Annexure -6 issued by a Nationalized/Scheduled Bank, valid till the contract period.
- 3.2.2. The Performance Bank Guarantee shall be entitled to forfeit by the Purchaser for any loss resulting from the Bidder's failure to complete its obligations under the contract and in the event of the successful bidder refusing to accept any purchase order placed by the purchaser.
- 3.2.3. The purchaser shall be entitled to invoke the Bank Guarantee in the event of breach of terms and conditions and / or non-compliance with the terms and conditions of relevant purchase orders.

3.3.LOCATIONS TO BE COVERED FOR SUPPLY AND INSTALLATION

The items being procured will be installed at the Head Office / Factories / other offices of HLL across India as per Annexure-2 (3 – 4 weeks). It may please be noted that HLL reserves the right to add or substitute any location.

3.4. TIME SCHEDULE TO COMPLETE DELIVERY AND INSTALLATION

- 3.4.1. The successful bidder shall complete the assignment within **3 – 4 weeks** from the date of issue of intimation/Purchase order for the supply and installation of items.
- 3.4.2. The Successful Bidder shall ensure that the delivery of computers and/or the delivery of the services are in accordance with the time schedules specified in tender documents. In case of any deviation from the schedule, the Purchaser reserves the right to either cancel the Contract and/or recover Liquidated Damage charges.
- 3.4.3 The Successful Bidder, if faced with problems in timely delivery of items, which have dependencies on the OEM and other reasons which are beyond their control shall immediately inform the Purchaser in writing, about the causes of the delay and tentative duration of such delay etc. The Purchaser, on receipt of such notice, shall analyze the facts at the earliest and may at its sole discretion, extend the delivery period as deemed reasonable.

3.4.4. If any delay happens in delivery or non-delivery of items by the Successful Bidder and /or breach the terms and conditions of the rate contract will make the Successful Bidder liable to any or all of the following:

- a. Forfeiture of Performance Bank Guarantee
- b. Imposition of Liquidated Damage charges
- c. Termination of the contract for default.
- d. Blacklisting of the vendor.

3.5. DELIVERY OF MATERIALS AND RELATED DOCUMENTATION

- 3.5.1. Delivery, Installation and Commissioning of the materials along with the related documents as per the tender document and technical specification are the responsibility of the Bidder.
- 3.5.2. The Successful Bidder shall ensure that all Products are supplied within the delivery schedule mentioned in the bid document.
- 3.5.3. The Successful Bidder shall submit all the user manuals Software Kits (CD/DVDs), License Papers, Warranty Papers and any other relevant documentation related to the supplied products to the Purchaser along with the supplied items.
- 3.5.4. The delivery challan and installation report duly signed by both the representative of the vendor and concerned personnel of the purchaser should be submitted against every supply of the items.

3.6. LIQUIDATED DAMAGES (LD)

If the Bidder fails to deliver any or all of the equipment or to perform the services within the time period(s) as mentioned in tender document. HLL shall without prejudice to its other remedies under the contract, deduct from the total Purchase Order value for the particular supplies as liquidated damages, a sum equivalent to the 0.5% of the total price for every week (seven days), up to maximum deduction of 5% of the value. Such penalty will be deducted by the purchaser from the bills of the vendor OR from the Performance Bank Guarantee. Once the maximum is reached, HLL may consider termination of the contract and forfeiture of Performance Bank Guarantee.

3.7.WARRANTY

- 3.7.1. The Bidder is required to provide on-site comprehensive warranty valid for 36 months (Three Years) covering all parts & labour from the date of installation and acceptance of the systems by HLL at the respective locations.
- 3.7.2. The Bidder shall warrant that all the items supplied under the contract are brand new, unused, non-refurbished and original and they full confirm to the technical specifications and shall have no defect arising out of design, materials or workmanship or from any act or omission of the Bidder that may develop under normal use of supplied item in the conditions prevailing across country .
- 3.7.3. All the defective parts should be replaced at free of cost during the warranty period. No separate charges shall be paid for visit of engineers or attending to faults and repairs or supply of spare parts.

- 3.7.4 The Bidder shall warrant that the services provided under the contract shall be as per the warranty services given under Special Conditions of Contract (SCC). During the warranty, the Bidder shall perform all the functions as enunciated in SCC at no extra cost to the Purchaser.
- 3.7.5. If during the warranty period, any system as a whole or any subsystem has any repeated failure on three or more occasions in a period of 3 months, it shall be replaced by equivalent new system by the vendor at no cost to the purchaser.
- 3.7.6. Upon receipt of complaint notice, the Vendor shall repair /replace / reconfigure the defective items. Replacement under warranty clause shall be made by the Vendor at free of all charges at site including freight, insurance and other incidental charges.
- 3.7.7. The bidder should certify that the supplied items are covered by the OEM Warranty as per the Rate Contract

3.8. PAYMENT TERMS:-

- 3.8.1. Payments will be made in Indian Rupees only in the form of electronic fund transfer or by cheque payment from Corporate and Registered Office, Thiruvananthapuram or any of HLL offices/factories. Payment of 98% of the total price of goods shall be made on receipt of goods by the purchaser and upon successful completion of installation. For claiming this payment the following documents are to be submitted to the paying authority.
- (i) Invoice (Three copies)
 - (ii) Delivery Challan.
 - (iii). Installation certificate signed by both the user and the supplier's representative.
 - (iv). Warranty Certificate.

Payment of 2% of the total price of the goods shall be paid within 3 months from the date of installation against a Performance Bank Guarantee from a Nationalized Bank for the 2% of the total value valid till the warranty period.

If the total order value is less than Rs.2 Lakh, the vendor need not submit the Bank Guarantee.

3.9. PURCHASER'S RIGHTS

- 3.9.1. The purchaser reserves the right to make changes within the scope of the work and Contract and configuration of items at any point of time.
- 3.9.2. The purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.
- 3.9.3. The quantity mentioned in the schedule of requirements is indicative only. The purchaser has the right to increase or decrease the quantity of the items.
- 3.9.4. The purchaser reserves the right to make purchases of computers from any suppliers at any time, other than those with whom the rate contract entered into. The parties awarded the contract shall have no claim whatsoever in this regard.

3.10. FORCE MAJEURE

- 3.10.1. Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.
- 3.10.2. If a Force Majeure arises, the Bidder shall promptly notify HLL in writing of such condition and the cause there of. Unless otherwise directed by HLL bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

3.11 TERMINATION

- 3.11.1. The Agreement shall be deemed to have been automatically terminated on the expiry of the Contract period unless the purchaser has exercised its option to extend the Contract in accordance with the provisions, if any, of the Contract.
- 3.11.2. Termination on account of Force Majeure: Either party shall have the right to terminate the Contract on account of Force Majeure.
- 3.11.3. Termination on account of insolvency: In the event the Successful Bidder at any time during the term of the Contract becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the purchaser shall, by a notice in writing have the right to terminate the Contract and all the Successful Bidder's rights and privileges hereunder, shall stand terminated forthwith.
- 3.11.4. Termination for breach of contract : A breach by the Successful Bidder of its obligations hereunder and such breach not being rectified by the Successful Bidder within 30days of receipt of the Purchaser's notice intimating such breach. Upon termination, the Successful Bidder shall surrender all the data and materials belonging to the Purchaser.
- 3.11.5. Termination for delay: Successful Bidder shall be required to perform all Activities/ Services as per tender document. If the Successful Bidder fails to do so, the Contract may be terminated by purchase by giving 30 days written notice unless the purchaser has extended the period with levy of Liquidated Damages, as per conditions of the tender.
- 3.11.6 The purchaser may at any time terminate the Contract by giving 30 days' notice without assigning any reasons.
- 3.11.7 Consequences of termination: In all cases of termination herein set forth, the obligation of HLL to pay shall be limited to the period up to the date of effective

termination. Notwithstanding the termination of the agreement, the parties shall continue to be bound by the provisions of the agreement that reasonably require some action or forbearance after such termination.

3.12. RESOLUTION OF DISPUTE

3.12.1 The purchaser and the Success Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

3.12.2 If, after thirty (30) days from the commencement of such informal negotiations, the purchaser and the supplier have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to the Indian Arbitration by Indian Council of Arbitration in accordance with the Arbitration & Reconciliation Act 1996 with latest amendments if any.

3.12.3. The venue of the arbitration proceeding shall be Thiruvananthapuram, Kerala.

Section – 4

4. SPECIAL CONDITIONS OF THE CONTRACT (SCC)

4.1. GENERAL

The conditions given in this Section 4, supplement the“ Instructions to the Bidders” given in Section 2 & “GCC” given in Section 3 and in case of any conflict, the conditions given herein shall prevail over those in Sections 2 and 3.

4.2. ITEMS AND SUPPORTING SOFTWARE

All the items and related software to be supplied shall conform to the relevant technical specifications as mentioned in Annexure-1 of this document

4.3. ACCEPTANCE BY THE PURCHASER

- 4.3.1. All the items brought to site shall be permitted to be installed only after inspection and acceptance by the Purchaser.
- 4.3.2. The completed installation at all stages shall be subjected to checks and tests as decided by Purchaser. The contractor shall be liable to remedy all of such defects as discovered during these checks and test and make good all deficiencies brought out. The complete installation shall be taken over finally on successful commissioning in entirety.

4.4. SCOPE OF WORK

- 4.4.1. HLL assigns the task for Supply and Installation of Computers under Rate Contract at HLL offices, factories and other offices across India.
- 4.4.2. Supply of all equipments, materials, components, accessories, mounting hardware, software, wires and cable for connection, etc. as per the requirement of the purchaser .The purchaser shall notify the contractor through purchase order for the supply of the required items under the rate contract in phased manner as per the requirement .
- 4.4.3 Installation & wiring of all equipment, components and accessories. Installation of all necessary software and drivers. Activation of any preloaded licensed software in the computers.
- 4.4.4. The completed installation shall be subject to inspection and testing at all stages. The same shall be done by the Purchaser and the contractor shall be liable to rectify such defects as brought out by the Purchaser during these inspection and make good all deficiencies at his own cost.
- 4.4.5. Cancellation of order: Purchaser reserves the right to cancel the purchase order in the event of one or more of the following circumstances:
 - a. Delay in delivery and installation beyond a period specified in the Bid document.
 - b. Serious discrepancy in hardware noticed during the pre-dispatch Inspection, if any.

In addition to the cancellation of purchase order, HLL reserves the right to forfeit the Performance Bank Guarantee as specified in the bid document.

4.5 WARRANTY TERMS AND CONDITIONS

- 4.5.1 The OEM warranty period of all the items should be for the period Three years (36 Months) from the date of successful installation and acceptance by the purchaser. The warranty should be onsite warranty.
- 4.5.2 The contractor will be required to maintain the installed systems during the warranty period.
- 4.5.3. The Contractor shall be solely responsible for the maintenance, repair of the whole items supplied and the purchaser shall not be liable to interact with any of the OEM/partners/ collaborators of the Contractor
- 4.5.4. The Contractor shall have adequate Technical Support Center to meet the criteria for fault restoration/faulty unit repair times . The Contractor shall furnish the names, locations, complete postal address, contact numbers and e-Mail Ids of all Technical support Centers at the time of signing the Contract. Any change may be intimated in writing by the Contractor to the purchaser.
- 4.5.5. All the defective parts should be replaced at free of cost. The item replaced should be new, same quality and equivalent or higher specification of the defective item/part.
- 4.5.6 If, during the warranty period, any system as a whole or any subsystem has any repeated failure on three or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Vendor at no cost to the purchaser.
- 4.5.7 After the expiry of warranty, it shall be optional for the purchaser not to enter the contract further with the contractor.

4.6 REVIEW OF CONTRACT

The purchaser may conduct a review on half yearly basis to take view on price reduction or upgradation in technical Specification.

4.7 END OF SALE

The vendor is required to propose only those products which are not likely to go out of sale during the year. However, in cases where the OEM decides to phase out any particular model, the vendor is required to substitute the product with another product (model with equivalent or better configuration at no extra cost which is acceptable by the purchaser). The vendor is required to inform regarding such model changes/discontinuation at least one month before model goes end of sale. However the changes in the particular model should be intimated within 2 weeks from date of placement of order. In case no substitute model is available, the notice for discontinuation shall be given in writing at least one month prior to such discontinuation by the OEM.

4.8. INDEMNITY TO PURCHASER

If the vendor is an OEM authorized agency/distributor/channel partner, he may furnish a photocopy of the Agreement with their Principals/OEMs in respect of hardware and software products offered. Further, the vendor shall indemnify HLL and keep indemnified against any loss or damage that the HLL may sustain on account of any violation of patents, trademark etc., by the vendor in respect of the products supplied.

4.9. GUARANTEES

The equipment must conform to the highest quality and standard. In case of software (Operating System), the Vendor should guarantee that the software supplied to the Purchaser is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment offered.

4.10.COMPATIBILITY OF EQUIPMENTS SUPPLIED

All the equipment proposed by the bidder shall be compatible with the latest version of Operating System.

4.11 AUTHORIZATION OF SIGNATURE

The person who is signing the contract on behalf of the vendor should be authorized signatory as per their Board Resolution.

Section – 5

Annexure-1: Technical Specifications (Minimum)

All the products/equipment/items supplied should be quoted with:

- (i). 3-years comprehensive Onsite Warranty.
- (ii). All the necessary and required cables and other accessories.
- (iii). All catalogues and technical brochures of the products / items.

A. Desktop computer

A.1 – Desktop Computer with standard specification (with Intel core i-3 processor)

Component	Required Specifications
Make & Model	Must be specified.
CPU	Intel Core i3 3220, 3.3GHz ,3MB cache or better
Chipset	Intel 6 series or better
Memory	1 X 4 GB DDR3 RAM (1333 MHz or above), upgradeable up to 8 GB
Hard disk drive	500 GB SATA HDD, 7200 rpm
Optical drive	Integrated DVD ROM 8x or better
Monitor	18.5" LED Color Monitor TCO-5 Certified , same make as OEM
Bays	2 Bays Minimum
Ports	6 USB Ports (2 in front panel), RJ45 port, VGA Port and audio ports for microphone and headphone in front.
Keyboard	OEM Standard keyboard
Mouse	OEM Optical Scroll Mouse with pad
Ethernet Port	Integrated 10/100/1000 Ethernet
Form Factor	Minitower
Operating System	Preloaded Windows 8 Professional 64 bit Licensed with recovery media.
Power Management& Environmental standards	Energy Star 5.0 Compliance, Power Supply Surge protected. Certified with Green Peace rating of 4 and above or any other similar rating or certification that aims at green brand PC.
Compliance & Certificate	Windows and Linux Compliance ISO/FCC/Energy Star

A.2 Desktop Computer with higher specification (with Intel core i5 processor)

Component	Required Specifications
Make & Model	Must be specified.
CPU	Intel Core i5-3470, 3.2 GHz, 6 MB cache and 1066 MHz or better
Chipset	Intel Q87 series or better
Memory	1x 4 GB DDR3 RAM (1333 MHz or above), upgradeable up to 16 GB
Hard disk drive	500 GB SATA HDD, 7200 rpm
Optical drive	Integrated 16x DVD RW
Monitor	18.5" LED Colour Monitor TCO-5 Certified , same make as OEM
Bays	2 Bays Minimum
Ports	6 USB Ports (2 in front panel), RJ45 port, VGA Port and audio ports for microphone and headphone in front.
Keyboard	OEM Standard keyboard
Mouse	OEM Optical Scroll Mouse with pad
Ethernet Port	Integrated 10/100/1000 Ethernet
Form Factor	Minitower
Operating System	Preloaded Windows 8 Professional 64 bit Licensed with recovery media.
Power Management& Environmental standards	Energy Star 5.0 Compliance, Power Supply Surge protected. Certified with Green Peace rating of 4 and above or any other similar rating or certification that aims at green brand PC.
Compliance & Certificate	Windows and Linux Compliance ISO/FCC/Energy Star

A.3 — Desktop Computer Standard Specification (with AMD processor)

Component	Required Specifications
Make & Model	Must be specified.
CPU	AMD A6 5400K, 3.4 GHz Processor or Better
Chipset	AMD A Series / nvidia GE force A series or better
Memory	1x 4 GB DDR3 RAM (1333 MHz or above), upgradeable up to 8 GB
Hard disk drive	500 GB SATA HDD, 7200 rpm
Optical drive	Integrated DVD ROM 8x or better
Monitor	18.5" LED Colour Monitor TCO-5 Certified , same make as OEM
Bays	2 Bays Minimum
Ports	6 USB Ports (2 in front panel), RJ45 port, VGA Port and audio ports for microphone and headphone in front.
Keyboard	OEM Standard keyboard
Mouse	OEM Optical Scroll Mouse with pad
Ethernet Port	Integrated 10/100/1000 Ethernet
Form Factor	Minitower
Operating System	Preloaded Windows 8 Professional 64 bit Licensed with recovery media.
Power Management & Environmental standards	Energy Star 5.0 Compliance, Power Supply Surge protected. Certified with Green Peace rating of 4 and above or any other similar rating or certification that aims at green brand PC.
Compliance & Certificate	Windows and Linux Compliance ISO/FCC/Energy Star

A4. All in One Desktop computer

Component	Required Specifications
Make & Model	Must be specified.
CPU	Intel Core i3- 3220, 3.3 GHz, 3 MB Cache and 1066 MHz FSB or better
Chipset	Intel 6 series or better
Memory	1x 4 GB DDR3 RAM (1333 MHz or above), upgradeable up to 16 GB
Hard disk drive	500 GB SATA HDD, 7200 rpm
Optical drive	Integrated DVD RW 16x or better
Monitor	20" wide LED Monitor or higher with touch capabilities
Ports	3 USB Ports, Headphone with mike, RJ45 port
Keyboard	Wireless keyboard
Mouse	Wireless Mouse with pad
Ethernet Port	Integrated 10/100/1000 Ethernet
Form Factor	All in One
Operating System	Preloaded Windows 8 pro 64 bit Licensed with recovery media.
Power Management & Environmental standards	Energy Star 5.0 Compliance, Power Supply Surge protected. Certified with Green Peace rating of 4 and above or any other similar rating or certification that aims at green brand PC.
Compliance & Certificate	Windows and Linux Compliance ISO/FCC/Energy Star

A5. Optional Items

A5.1: Add on items for Desktop computer

SI.No.	Required Specifications
1	2 GB DDR3 RAM
2	4 GB DDR3 RAM
3	IEEE 802.11a/b/g/n Wireless LAN Adapter

A5.2: In lieu of items for Desktop computer

SI.No.	Required Specifications
1	8 GB DDR3 RAM in lieu of 4 GB
2	1 TB SATA HDD in lieu of 500 GB SATA HDD
3	20" or 21.5" LED monitor in lieu of 18.5" LED *
4	16x DVD RW in lieu of 8x DVD ROM

*- any of the applicable size can be quoted

B. Laptop computer

B1. Laptop computer with standard specification (14" display)

Component	Required Specifications
Make & Model	Must be specified.
CPU	Intel Core i3 4 th Generation 4010 CPU or better
Chipset	Intel 8 series Chipset or Better
Memory	1x4GB DDR3 RAM (1333 MHz or above), upgradeable up to 16 GB
Hard disk drive	500 GB SATA HDD
Optical drive	Integrated 8x DVD RW
Monitor	14" LED Display
Keyboard & Touchpad	OEM standard spill resistant Keyboard and Built in touch Pad/track point
Ethernet Port	Integrated 10/100/1000 Ethernet
Web cam & Speakers	Integrated Audio, Internal speakers, Internal Microphone and integrated camera
Communication	10/100/1000 Mbps LAN, Blue tooth V2.1 + EDR and wireless LAN 802.11 b/g/n
Operating System	Preloaded Windows 8 Pro 64 bit Licensed with recovery media.
Battery	6 cell Lithium-ion with minimum 3 Hrs backup
Accessories	AC Adapter (Indian Standard) and standard Carry case
Weight	Less than 2.4 Kgs including battery
Compliance & Certificate	Windows and Linux Compliance ISO/FCC/Energy Star

B2. Laptop computers with standard specification (15.6" Display)

Component	Required Specifications
Make & Model	Must be specified.
CPU	Intel Core i3 4 th Generation 4010 CPU or better
Chipset	Intel 8 series Chipset or Better
Memory	1x4GB DDR3 RAM (1333 MHz or above), upgradeable up to 16 GB
Hard disk drive	500 GB SATA HDD
Optical drive	Integrated 8x DVD RW
Monitor	15.6" LED Display
Keyboard & Touchpad	OEM standard spill resistant Keyboard and Built in touch Pad/track point
Ethernet Port	Integrated 10/100/1000 Ethernet
Web cam & Speakers	Integrated Audio, Internal speakers, Internal Microphone and integrated camera
Communication	10/100/1000 Mbps LAN, Blue tooth V2.1 + EDR and wireless LAN 802.11 b/g/n
Operating System	Preloaded Windows 8 Pro 64 bit Licensed with recovery media.
Battery	6 cell Lithium-ion with minimum 3 Hrs backup
Accessories	AC Adapter (Indian Standard) and standard Carry case
Weight	Less than 2.6 Kgs including battery
Compliance & Certificate	Windows and Linux Compliance ISO/FCC/Energy Star

B3. Optional Items

B3.1: Add on items for Laptop computer

Sl.No.	Required Specification
1	2 GB DDR3 RAM
2	4 GB DDR3 RAM

Note: The approximate quantity required is 150 Nos per year (including both Desktop and Laptop Computers).

Section-6:

Annexure-2: Address of locations

SI.NO	Address of HLL Office/Factory	City/Nearest locality
1	HLL Lifecare Limited, HLL Bhavan, Poojappura, Thiruvananthapuram -695012 0471 – 2354949,2358014	Thiruvananthapuram
2	HLL Lifecare Limited Peroorkada Factory Thiruvananthapuram – 695005 Phone -0471-2437270	Thiruvananthapuram
3	HLL Lifecare Limited Akkulam Factory, Sreekaryam P.O Thiruvananthapuram – 695017 Phone: 0471 – 2442692	Thiruvananthapuram
4	HLL Lifecare Limited, Kanagala Factory, Belgaum - 591225, Karnataka, Phone: 08333 – 279206	Belgaum / Kolhapur
5	HLL Lifecare Limited No.185, Plot No:1, 100 ft.Byepass Road, Vijayanagar, Velacherry,Chennai – 600 042 044 – 22441727	Chennai
6	HLL Lifecare Limited, Women Healthcare Division,No.12,First floor, Velacherry-Taramani road, Near canara bank,Chennai – 600 042 044 – 22435604	Chennai
7	HLL Lifecare Ltd No. B 14A, Sector – 62, Noida – 201301, Gautham Budh Nagar (UP) +91120-4071500	Noida /New Delhi
8	Hindlabs- HLL Lifecare Limited, CGHS Dispensary, Sector- 12, R.K. Puram, New Delhi- 110022 Phone: 011-32680959/26182875	New Delhi
9	HLL Lifecare Limited, Suite No: 901, 9 th Floor Krishna Building.,224a A.J.C.Bose Road Kolkata – 700017, West Bengal 033-22905274/75	Kolkata
10	HLL Lifecare Limited Regional Office, No.2, Ground Floor, 4 th Cross, Ex Serviceman Colony, Banasawadi, Bangaluru – 560 043 Phone: 080 – 25424531	Bangaluru

11	HLL Lifecare Limited 401, 3 rd Floor, Sabri Samridhi, Maitri Park, S.T. Bus Stand, SION Tromby Road, Chembur, Mumbai – 400 071 Tel: 67715000/01	Mumbai
12	HLL Lifecare Limited,Plot:16/A/1, Cochin Special Economic Zone(CSEZ), Kakkanadu, Kochi – 682037 Phone: 0484 – 2413332	Kochi
13	HLL Lifecare Limited, Corporate R&D Centre (CRDC) Sreekaryam P.O Thiruvananthapuram – 695017 Phone:0471-2774700	Thiruvananthapuram
14	HLL Lifecare Limited, Infrastructure Division, “Adharsh”,T.C – 6/1718(1), Vettamukku,Thirumala P.O, Thiruvananthapuram -695006	Thiruvananthapuram
15	HLL Lifecare Limited Plot No : 71, Sector 7, IMT Mansesar, Gurgaon District, Haryana Phone: 0124-4030949	Gurgaon
16	HLL Lifecare Limited, Biomedical departments Palathinkara, TC No. 24/606, House No. TENRA-22, Thycaud Thiruvananthapuram Phone: 0471-2330447	Thiruvananthapuram
17	Lifecare Centre, Old Blood bank Building Medical College Hospital, Thiruvananthapuram. Phone: 0471- 2446640	Thiruvananthapuram
18	HLL Lifecare Limited, IDD Design Office, Ushus,TC 7/1541, Jyothi Nagar, Thirumala, Thiruvananthapuram-695 006 Phone: 0471-2350481	Thiruvananthapuram
19	Hindlabs MRI Scan Centre, Radiology Block, Govt.Medical College Hospital, Mulankunnathukavu, Thrissur, Kerala Phone: 0487-220 3923/24	Thrissur
20	Hindlabs MRI Scan Centre Radiology Block, Govt Medical College Hospital Gandhi nagar Kottayam-686008 Ph no : 0481-2595395	Kottayam

21	Hindlabs MRI Scan Centre Govt. Medical College Hospital Vandanam- P O Alappuzha – 688005 Ph: 0477-2282318	Alappuzha
22	Lifecare Centre in SCB Medical Collage Hospital, Cuttack, Odisha. Phone: 0671-2414495	Cuttack/Bhubaneswar
23	Lifecare Centre- HLL Lifecare Limited Sri Venkateswara Institute of Medical Sciences (SVIMS) , Alipiri Road , Tirupati-517 507 Andhra Pradesh ,INDIA.	Tirupati
24	Lifecare Centre, General Hospital Pathanamthitta Phone: 0468-2220365	Pathanamthitta
25	Lifecare Centre District Hospital Vadakara Kozhikode Dist Phone: 0496-2524066	Kozhikode
26	Lifecare Centre, Govt. Taluk Head Quarters Hospital, Koyilandi, Kozhikode-67330 Phone : 0496-2620039	Kozhikode
27	HLL Lifecare Limited, Healthcare Service Division No.32/1/1, Kuvempu Coffee Board Layout, Kempapura, Bengaluru – 560024. Tel: 080 -23626201,23626202	Bengaluru
28	HLL lifecare Limited Irapuram Factory Plot No.1, Rubber Park, Irapuram, Kunnathunada, Ernakulam – 683541	Kochi
29	HLL Lifecare Limited, WCH Basement Floor, JIPMER ,Dhanvantri Nagar, Gorimedu, Puducherry-605 006. Phone : 0413-2272054	Pondicherry
30	HLL Lifecare Ltd. Veena Dhari Appt, 3-5-816, 3 rd floor, King Koti Road Hyderguda , Hyderabad -500029, Cell no: 9346204980	Hyderabad

Section-7
Formats

Annexure- 3 : Bid form

Tender No. :

Date :

Associate Vice President (IT)
HLL Lifecare Limited
Corporate & Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram-695012
Phone: 0471-2354949

Respected Sir,

1. Having examined the conditions of contract and specifications in the tender document and annexure, the receipt of which is hereby duly acknowledged, we, undersigned, offer for the Supply and Installation of Computers at HLL offices, factories and other offices across India under Rate Contract for the rates shown in the schedule of prices .
2. We undertake, if our Bid is accepted, to complete delivery of all the items specified in the contract within the delivery schedule specified in the tender.
3. If our Bid is accepted, we will obtain the unconditional performance guarantees of a Nationalized/Scheduled Bank for a sum mentioned in the Bid document.
4. We agree to abide by this Bid for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until a formal Contract is prepared and a contract is executed accordingly, this Bid together with your written acceptance thereof in your letter of acceptance/ notification of award shall constitute a contract binding on us, subject to terms and conditions mentioned in the tender document.
6. We understand that you are not bound to accept the lowest or any bid, you may receive and you may reject any bid without assigning reason therefore and you may vary, amend or alter any terms and conditions of the Tender Document at the time of execution of the Contract.

Dated this day of 2014

Name and Signature

In the capacity of

Duly authorized to sign the bid for and on behalf of

Witness

Address Signature

Annexure-4 : Earnest Money Deposit Bank Guarantee

To

Associate Vice President (IT)
HLL Lifecare Limited
Corporate & Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram-695012
Phone: 0471-2354949

Dear Sir,

Supply and Installation of Computer Systems at HLL Lifecare Limited – Rate Contract

WHEREAS

HLL Lifecare Limited, having its Head office at Poojappura, Thiruvananthapuram (hereinafter called the HLL) has invited online tenders for the Supply and Installation of Computers at HLL offices, factories and other offices across India under Rate Contract on the terms and conditions mentioned in the Bid document.

1. It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of Rs. 1,00,000.00 (Rupees One lakhs only) as Earnest Money Deposit.
2. M/s _____, (hereinafter called as Tenderer), who are our constituents intend to submit their tender for the said work and have requested us to furnish guarantee to the 'HLL' in respect of the said sum of Rs. 1,00,000.00 (Rupees One lakhs only).

NOW THIS GUARANTEE WITNESSETH

1. We _____(Bank) do hereby agree with and undertake to HLL Lifecare Limited, their Successors, Assigns that in the event of HLL Lifecare Limited coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer, we shall on demand by the HLL Lifecare Limited, pay without demur to the HLL Lifecare Limited, a sum of Rs. 1,00,000.00 (Rupees One lakhs only) or any lower amount that may be demanded by the HLL Lifecare Limited. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. 1,00,000.00 (Rupees One lakhs only).
2. We also agree to undertake to and confirm that the sum not exceeding Rs. 1,00,000.00 (Rupees One lakhs only) as aforesaid shall be paid by us without any demur or protest, merely on demand from HLL Lifecare Limited on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from HLL Lifecare Limited shall be

conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by HLL Lifecare Limited within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to HLL Lifecare Limited under this guarantee shall be independent of the agreement or agreements or other understandings between HLL Lifecare Limited and the Tenderer.

This guarantee shall not be revoked by us without prior consent in writing of the HLL Lifecare Limited.

We hereby further agree that –

- a) Any forbearance or commission on the part of the HLL Lifecare Limited in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the HLL Lifecare Limited to the Vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendors of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs1,00,000.00 (Rupees One lakh only)
- b) Our liability under these presents shall not exceed the sum of Rs1,00,000.00 (Rupees One lakh only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to..... provided that if so desired by HLL Lifecare Limited, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the2014 or on the day when our said constituents comply with their obligations, as to which a certificate in writing by HLL Lifecare Limited alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the HLL Lifecare Limited against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours' faithfully,
For and on behalf of HLL

Authorised official.

Annexure-5 : Manufacturer's Authorization Form (MAF)

No. _____ dated _____

To

Associate Vice President (IT)
HLL Lifecare Limited
Corporate & Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram-695012
Phone: 0471-2354949

Dear Sir,

Sub: Supply and Installation of Computers at HLL offices, factories and other offices across India- Rate Contract

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Vendor) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully, Authorised

Signatories

(Name & Designation)

Date :

for and on behalf of M/s _____

(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

Annexure-6 : Performance Bank Guarantee format

To

**M/s. HLL Lifecare Limited.,
HLL Bhavan,
Poojappura,
Trivandrum-695012,.**

Dear Sirs,

Bank Guarantee no. :
Amount of Guarantee :
Guarantee cover from :
Last date for Lodgement of claim :
Beneficiary :

1. M/s HLL Lifecare Ltd (hereinafter called "HLL"), having its Corporate & Registered office at HLL Bhavan , Poojappura, Thiruvananthapuram – 695012, having executed a contract with M/s.....(herein after called the "contractor") for the supply and installation of Computers at various Offices and Factories of HLL across India (hereinafter called as "the Rate Contract").
2. As per the tender document, has agreed to provide to HLL a performance guarantee of Rs. 2,00,000.00 [Rupees Two lakh only] for due fulfilment of the terms and conditions contained in the Rate Contract.
3. We,(herein after referred to as "bank") at the request of Contractor do hereby undertake to pay to HLL an amount not exceeding Rs. 2,00,000/- (Rupees Two Lakh only) against any loss or damage caused to or suffered by HLL by reason of any breach of any of the terms or conditions contained in the Rate Contract by the Contractor.
4. We, the bank, do here by undertake to pay the amounts due and payable under this guarantee without any demur, dispute, or objection of whatsoever nature, forthwith on a written demand from HLL stating that Contractor has not complied with their contractual terms and conditions and obligations in respect of agreement. Any such demand made by HLL on the bank shall be conclusive and binding, absolute and unequivocal notwithstanding any disputes raised/pending before any court, tribunal, arbitration or any other authority.
5. The payment so made by us under this guarantee shall be valid discharge of our liability for payment thereunder and Contactor shall have no claim against us for making such payment.

6. We, the Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the Rate Contract and that it shall continue to be enforceable till all the dues of HLL under or by virtue of the Rate Contract have been fully paid and its claims satisfied or discharged or till HLL certifies that the terms and conditions of the Rate Contract have been fully and properly carried out by the Contractor and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before We shall be discharged from all liabilities under this guarantee thereafter.
7. This Guarantee will remain in force up to Unless a claim or a demand in writing is made against the bank in terms of this guarantee on or before the expiry of (*Two months after the date of expiry of guarantee*) all your rights in the said guarantee shall be forfeited and we shall be relieved and discharged from all the liability there under irrespective of whether the original guarantee is received by us or not.
8. We, the Bank, further agree that HLL shall have the fullest liberty without our consent and without affecting in any manner or obligations hereunder to vary any of the terms and conditions of the Rate Contract or to extend time of performance by the Contractor from time to time or to postpone for any time from time to time any of the powers exercisable by HLL against the Contractor and to forbear or enforce any of the terms and conditions relating to the agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the Contractor or for any forbearance, act or omission on the part of HLL or any indulgence by HLL to the Contractor
9. This guarantee will not lapse due to change, if any, in the constitution of the bank or Contractor or HLL.
10. We, the bank, lastly undertake not to revoke this guarantee during its currency except with the previous consent of HLL in writing.
11. Notwithstanding anything contained herein before, the liability of the Guarantor under this Guarantee is restricted to Rs. 2,00,000.00 (Rupees Two Lakh only).

Dated the at

(Seal, name & address of the Bank and address of the Branch)

Section-8: **Technical documents**

Annexure-7 : Company Profile

Sl.No	Item	Details
	Name of Company	
	Date of registration of the Company	
	Date of commencement of Business	
	Full Postal Mailing Address	
	Name, Designation, Telephone, Mobile, email of authorized personal for communication	1
		2
	Sales Tax Number/TIN	
	Permanent Account Number (PAN)	
	Whether direct manufacturer or authorized vendors	

Signature

(Name & Designation)

Date :

Annexure-8: Performance Statement

Details of 3 projects (amount not less than Rs. 5 Lakh) and at least one project amounting not less than Rs 10 Lakh (Documentary evidence of each of the project should also be enclosed)

Name of the Vendor _____

Sl.No	Name of the Client	Desktops & Laptops		Client's Contact person details Name Email id Tel. No. Address
		Qty	Amt	
1				
2				
3				

Signature

(Name & Designation)

Date:

Annexure-9: Details of Support Centers

Name of the Vendor _____

Sl.No	Place	Own Office/ Franchise/ Others (Mention clearly the Type of office)	Postal Address	Contact details with Name, Desg,, Mobile, email id etc	Number of Engineers	Describe available support Facilities
	Thiruvananthapuram					
	Belgaum / Kolhapur					
	Chennai					
	Noida /New Delhi					
	Kolkata					
	Bangaluru					
	Mumbai					
	Kochi					
	Gurgaon					
	Thrissur					

	Kottayam					
	Alappuzha					
	Andhra Pradesh					
	Kozhikode					
	Bhubaneswar, Odisha					
	Pondicherry					
	Hyderabad					

Note : In case the vendor do not have its own office at some of the locations and wishes to provide support services through partner/ Franchise at those locations a letter from the partner/franchise should be enclosed, duly signed by the competent official on their letterheads, stating that they will be providing support services to HLL for purchases under Rate Contract, mentioning the names of locations for which such arrangement has been made.

Signature
(Name & Designation)

Section-10:

Annexure-10: Check List (The following documents are to be scanned and attached in Technical RFX (C-Folder))

Sl. No	Type of document	Please put <input type="checkbox"/> mark
1	Letter of Authorization to attend the bid opening (<u>To be produced in person at the time of bid opening.</u>)	
2	Technical Specification of the items along with brochure and Compliance Sheet for both Technical specification and terms and conditions	
3	Bid Form (Annexure-3)	
4	Company Profile (Annexure-7)	
5	Manufacturer's Authorization Form (MAF) (Annexure-5)	
6	Certificate of Incorporation and Articles of Association and Memorandum of Association or any other organizing documents	
7	Letter of Authorization/Power of attorney authorizing the signatory to sign the bid.	
8	Self-certificate stating that the bidder has not been blacklisted by any institution of the central/state Government.	
9	Performance statement (Annexure-8) and Certificate from at least three clients for similar jobs.	
10	Details of support centres (Annexure-9)	
11	ISO Certifications documents	
12	Documentary proof for the turnover of the bidder	
13	Audited Balance Sheet and Profit & Loss Account statement or Annual Report for the last three financial years	
14	Copies of statutory Documents (PAN, TIN, etc.,)	
15	Checklist	