

Dear Sir,

Sub: Invitation to Bid for Annual Maintenance Contract (AMC) for Servers.

HLL Lifecare Limited (HLL) Thiruvananthapuram invites the competitive bids from the competent and eligible bidders for Annual Maintenance Contract of Servers installed at our Corporate and Registered Office, Poojappura, Thiruvananthapuram (CHO), Akkulam Factory, Thiruvananthapuram (AFT) , Peroorkada Factory, Thiruvananthapuram (PFT) and Kanagala Factory, Belgaum (KFB) as detailed in the enclosed **Annexure - I**. You are requested to submit the lowest offer for AMC based on the following terms & conditions. The AMC period is **1st April 2013 to 31st March 2014**.

Terms & Conditions

1. The respective bidder should have minimum 3 years experience in supply, installation and maintenance of servers. For this, the bidder can submit the documentary evidence of the following along with the bid.
 - (i) The copies of Supply / work orders for the similar kind of items for the past three years.
 - (ii) Certificate from at least three clients for the similar works done.
2. The bidder should have service support centers or authorized service centers in Thiruvananthapuram and nearby Belgaum. The address and contact person details should be furnished with the bid.
3. The prices should be quoted as per the format for price schedule enclosed (**Annexure-II**)
4. The bids will be evaluated by taking the total amount quoted for all the items together.
5. Scope of AMC services:
 - (i) One preventive maintenance check should be done in every quarter on prior permission from the IT Department of the unit concerned..
 - (ii) Breakdown calls should be attended within 1 to 2 hours of intimation. Breakdown calls should be attended on holidays and after office hours also in case of emergency without any additional charges.
 - (iii) All the defective parts should be replaced without any additional cost.
 - (iv) If any defective parts cannot be serviced at HLL site, those items can be taken to the contractor's site by providing the standby item, which is technically equivalent or higher to the defective item.
 - (v) All the preventive / breakdown calls should be recorded in the logbook available at respective HLL units. The reports should be submitted 5th of every month.
 - (vi) We may shift some of the equipment to some other department / location within Thiruvananthapuram if required. In this case necessary assistance should be provided at no extra cost. This should not affect the terms and conditions of AMC.

- (vii) Software support should be provided by the contractor if necessary without any additional charges.
 - (viii) HLL may upgrade or replace some of the items based on need. This will, however, should not affect the terms and conditions of AMC.
6. Payment will be released in two equal installments on successful completion of the contractual obligation for the relevant six months period. For claiming this payment the following documents are to be submitted.
 - (i) Three copies of Invoice.
 - (ii) Reports on the preventive maintenance carried out during the Period.
 - (iii) Monthly report on the break down maintenance carried out during the period.
 7. AMC will be terminated prior to expiry if the services are found not satisfactory.
 8. You may mention in your bid the number of Service Engineers who are competent in troubleshooting and maintenance of servers. Please attach the resume of those persons along with the bid.
 9. The bids should be submitted at the following address.

Associate Vice President (IT)
HLL Lifecare Ltd,
Corporate and Registered Office
HLL Bhavan, Poojappura,
Thiruvananthapuram – 695 012
Phone: 0471-2354949

10. Bids should be submitted latest by before **15:00 Hrs on 20.03.2012** and the same will be opened at **15:30 Hrs on the same day** in the presence of the representative of the bidder who choose to attend. If the bid opening day is declared as holiday, the bid will be opened at the next working day of HLL.
11. Prices should be given separately for each item.
12. The necessary software CDs shall be provided by HLL.
13. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
14. The envelopes containing the bid shall be bearing the words “DO NOT OPEN BEFORE “ (Here insert the time and date of bid opening).
15. HLL has the right to increase or decrease up to 20% of the quantity specified in the schedule of requirements without any change in the unit price or other terms and conditions at the time of award of work order/contract as well as during the period of contract.
16. 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. Late bids will be summarily rejected.
17. 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.
16. No fax and email bids are accepted.

Thanking you,

Yours faithfully,

P. Sivakumar
Senior Manager (Hardware)

Annexure - 1

Corporate and Registered Office, Poojappura, Thiruvananthapuram (CHO)

Sl. No.	Configuration	Qty	Sl. No.
1	Acer Intel Xeon Dual Processor Server, (Microsoft/Red Hat Linux Certified) Acer Altos G510 with Dual Xeon Processor @2.4 GHz – 533 MHz FSB, 512 KB full speed L2 Cache, 4 GB PC2100 registered DDR SDRAM ECC, 6 drive hot swap cage, 3x36 GB Ultra 320 SCSI 10K RPM SCSI controller, Ultra 320 SCSI RAID controller with 64 MB Cache (320 Mbps), Integrated 10/100/1000 LAN, 1.44 MB FDD, 12x DVD + 32x CD WR Combo Drive, Acer 15" colour monitor, Ati Rage XL Integrated with 8 MB of VRAM, 2x450 W Hot-Plug SPS with support for redundancy, Easy build 5.x with server management s/w, Acer Win Keyboard & Acer mouse with pad, Operating System: Linux Advanced server version, Database: oracle 9i, HP 24 GB Dat Drive	1	AWG510002932463881E
2	HCL Infinity Server P4 @2.5 GHz, 2 GB PC 1600 RAM with ECC, DVD Drive, 3x36 GB SCSI HDD, 1.44 Mb FDD, CD Writer, 15" Monitor, Keyboard, Mouse, 10/100/1000 ENC, Win 2000 Server OS	1	CO33A1123615
3	IBM Server 884035A-x 346 Rack Mountable – 2U :Intel Xeon EM64T, 3.4 GHz, Two Processors, 2 MB second level Cache, 16 GB PC2 - 3200 ECC DDR2 SDRAM RDIMM Kit upgradeable to 16 GB, Dual Channel Ultra 320 SCSI with 128 MB Cache, IBM Server RAID 7k Adapter Option Support RAID level 5, 2 x 73.4 GB Hot Swap U320 10K SCSI SSL Drive, 2 x146.8 GB Hot-Swap U320 10K SCSI SSL Drive, Integrated Dual 10/100/1000 Ethernet with additional Gigabit Ethernet Card, Server management Software, IBM x Series 625 W Hot-Swap Power Supply and Hard Disk, rack mount kit, Combo Drive Red Hat Linux OS	1	99DBBA4
4	IBM Server 884035A-x 346 Rack Mountable – 2U :Intel Xeon EM64T, 3.4 GHz, Two Processors, 2 MB second level Cache, 4 x 1 GB PC2 - 3200 ECC DDR2 SDRAM RDIMM Kit upgradeable to 16 GB, Dual Channel Ultra 320 SCSI with 128 MB Cache, IBM Server RAID 7k Adapter Option Support RAID level 5, 2 x73.4 GB Hot Swap U320 10K SCSI SSL Drive Integrated Dual 10/100/1000 Ethernet with additional Gigabit Ethernet Card, Server management Software, IBM x Series 625 W Hot-Swap Power Supply and Hard Disk, rack mount kit, Combo Drive Red Hat Linux OS	1	99DBBA6
5	<u>IBM Server – x3400</u> Intel Quad Core Xeon 5310 (1.6 Ghz) processor, 8 MB (2 x 4 Mb) Level 2 Cache, Intel 5000: P supporting Min 1066 Mhz Front side bus (FSB)/ 2 GB PC2 5300 fully buffered DIMMs (DDR2 –667 Mhz), supports upto 32 GB of Memory with 8 slots full buffered DIMMs (DDR2), RAID 8 K Adapter (128 MB) cache with support of raid 0/1/5 and BBWC/ 3 x 73 GB 10 K rpm Hot plug SAS HDD and support up to 8 HDD, Embedded Multifunction Gigabit server adaptor, Tower form factor, 3 PCI Express, 2PCI-X and 1 PCI slots/1 serial, 1 mouse/1 graphics /1 keyboard, 1 network RJ45, USB, DVD writer drive/ Integrated 10/100/1000 Gigabit Ethernet ports, 2Nos. of power supply for hot pluggable 1 +1 redundancy /system fans with redundancy/ pre failure warranty on HDD, Processor & memory/ ACPI V_GUARD-2.0 compliant PCI 2.2 compliant, USB, 2.0 WOL Support, 17" TFT Monitor, keyboard, mouse, Microsoft windows 2003 server edition standard R2 OS , Database: SQL 2005 server standard.	1	7975IDA
6	<u>IBM – 88555RX – X455 (RACK Mountable Server)</u> Processor: Intel Itanium 2 processor at up to 1.6 GHz, Number of Processors: 2 processors, Cache: 3 MB L3 64 MB Xcel 4 server Accelerator cache per 4-way for Itanium 2, Memory: 8 GB PC 3200 ECC RAM upgradeable to 16 GB RAM with HOT PLUG support: Integrated SCSI Controller, Dual Channel Ultra 320 SCSI RAID Controller RAID level 0, 1 for windows 2000/2003 and Red Hat Linux 64 bit, Disk Bays: 2 x 146.8 GB Hot Swap U320 10K SCSI SSL Drive, Network: Integrated Dual 10/100/1000 Ethernet with additional Gigabit Ethernet card, Fibre Adapter Card: FC2-133 Host Bus Adapter, Hot Plug Components: Power supplies, cooling fans, hard disk, PCI –X adapters and RAM, Power Supply/FAN : Redundant Power Supply and Redundant FAN, Certifications: Red Hat Linux Advanced Server 64 Bit , Microsoft Windows 2000/2003 , Optical drive: Combo drive, OS: Red hat Linux	2 Nos	99TD008 & 99TD009

Peroorkada Factory, Thiruvananthapuram (PFT)

Sl. No.	Configuration	Qty	Sl. No.
1	Acer Intel Xeon Dual Processor Server, (Microsoft/Red Hat Linux Certified) Acer Altos G510 with Dual Xeon Processor @2.4 GHz – 533 MHz FSB, 512 KB full speed L2 Cache, 4 GB PC2100 registered DDR SDRAM ECC, 6 drive hot swap cage, 3x36 GB Ultra 320 SCSI 10K RPM SCSI controller, Ultra 320 SCSI RAID controller with 64 MB Cache (320 Mbps), Integrated 10/100/1000 LAN, 1.44 MB FDD, 12x DVD + 32x CD WR Combo Drive, Acer 15" colour monitor, Ati Rage XL Integrated with 8 MB of VRAM, 2x450 W Hot-Plug SPS with support for redundancy, Easy build 5.x with server management s/w, Acer Win Keyboard & Acer mouse with pad, Operating System: Linux Advanced server version, Database: oracle 9i, HP 24 GB Dat Drive	1	AWG5100029326 86741E
2	Acer Intel Xeon Dual Processor Server, (Microsoft/Red Hat Linux Certified) Acer Altos G510 with Dual Xeon Processor @2.4 GHz – 533 MHz FSB, 512 KB full speed L2 Cache, 4 GB PC2100 registered DDR SDRAM ECC, 6 drive hot swap cage, 3x36 GB Ultra 320 SCSI 10K RPM SCSI controller, Ultra 320 SCSI RAID controller with 64 MB Cache (320 Mbps), Integrated 10/100/1000 LAN, 1.44 MB FDD, 12x DVD + 32x CD WR Combo Drive, Acer 15" colour monitor, Ati Rage XL Integrated with 8 MB of VRAM, 2x450 W Hot-Plug SPS with support for redundancy, Easy build 5.x with server management s/w, Acer Win Keyboard & Acer mouse with pad, Operating System: Linux Advanced server version, Database: oracle 9i	1	AWG5100029324 63891E
3	HP Integrity RX 6600 Server (Rack mounted) True 64-bit EPIC latest generation CPU/ Module with 2x 1.6 GHz Dual Core Intel Itanium 2, 16 GB PC2- 4300 ECC chip spare DDR2 RAM with ECC capability, 8 port Serial Attached SCSI (SAS) controller which can support upto 8*SAS HDD's, 2 x 146 GB 10K rpm SAS hot swappable HDD, Integrated DVD-RW Drive, Redundant Power Supply, Redundant Cooling Fans, USB Keyboard, USB Optical scroll mouse, 17" TFT monitor and other accessories	1	SGH4829C16

Akkulam factory, Thiruvananthapuram (AFT)

Sl. No	Configuration	Qty	Sl. No.
1	Acer Intel Xeon Dual Processor Server, (Microsoft/Red Hat Linux Certified) Acer Altos G510 with Dual Xeon Processor @2.4 GHz – 533 MHz FSB, 512 KB full speed L2 Cache, 4 GB PC2100 registered DDR SDRAM ECC, 6 drive hot swap cage, 3x36 GB Ultra 320 SCSI 10K RPM SCSI controller, Ultra 320 SCSI RAID controller with 64 MB Cache (320 Mbps), Integrated 10/100/1000 LAN, 1.44 MB FDD, 12x DVD + 32x CD WR Combo Drive, Acer 15" colour monitor, Ati Rage XL Integrated with 8 MB of VRAM, 2x450 W Hot-Plug SPS with support for redundancy, Easy build 5.x with server management s/w, Acer Win Keyboard & Acer mouse with pad, Operating System: Linux Advanced server version, Database: oracle 9i	1	AWG5199929 32463901E
2	PCS SiIRUS classic DP VII Intel Xeon 2.8 GHz, 1.0MB L2 cache, 800 FSB: DUAL CPU, Intel Original SE7320SP2 Server Motherboard w/E7320 chipset, Dual CPU support, 800FSB, Intg ATI Rage XL with 8 MB VRAM, Memory supporting REGD ECC DDR 333Mhz RAM, Max 8GB on 4 DIMM slot, 2*PCI-X 66 MHz, 2*PCI 33MHz, 1*PCI Express x4 Slot, 2 SATA Controller to connect 2 nos. SATA Devices with support for RAID 0,1, 1.44MB FDD Controller. Two Legacy IDE Connector for support upto 4 IDE devices, Onboard Intel 82541G1 1*10/100/1000 MBPS LAN, Intel Server Management, 4 * 1 GB DDR RAM- ECC Regd., 1.44MB, 3.5" Floppy Disk Drive, 2* 73 GB Ultra 320 MBPS 10K RPM, 80 Pin host Swapable SCSI HDD, PCI baserd DUAL Channel Ultra 320 MBPS SCSI RAID Controller crad with 64 MB: SRCU42L, 52x Internal CD-ROMDrive w/ IDE Interface, 15" SVGA Color CRT Monitor: PCS, PS/2 121 Keys Multimedia Keyboard: PCS, PS/2 2 Button Optical Scroll Mouse w/Pad- PCS, ATX Server TOWER Cabinet with 500W Hot Swap redundant Power Supply along with 3 Hot Swapble harddisk drive bays, Microsoft Windows 2000 operating system.	1	6S08727
3	HP Integrity RX 6600 Server (Rack mounted) True 64-bit EPIC latest generation CPU/ Module with 2x 1.6 GHz Dual Core Intel Itanium 2, 16 GB PC2- 4300 ECC chip spare DDR2 RAM with ECC capability, 8 port Serial Attached SCSI (SAS) controller which can support upto 8*SAS HDD's, 2 x 146 GB 10K rpm SAS hot swappable HDD, Integrated DVD-RW Drive, Redundant Power Supply, Redundant Cooling Fans, USB Keyboard, USB Optical scroll mouse, 17" TFT monitor and other accessories	1	SGH4829C15

Kanagala Factory Belgaum (KFB)

1	HP Integrity RX 6600 Server (Rack mounted) True 64-bit EPIC latest generation CPU/ Module with 2x 1.6 GHz Dual Core Intel Itanium 2, 16 GB PC2- 4300 ECC chip spare DDR2 RAM with ECC capability, 8 port Serial Attached SCSI (SAS) controller which can support upto 8*SAS HDD's, 2 x 146 GB 10K rpm SAS hot swappable HDD, Integrated DVD-RW Drive, Redundant Power Supply, Redundant Cooling Fans, USB Keyboard, USB Optical scroll mouse, 17" TFT monitor and other accessories	1	SGH4829C14
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Address of location

CHO - HLL Lifecare Limited,
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram –695 012
Ph. 0471-2354949

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AFT- HLL Lifecare Limited,
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