

Dear Sir,

Sub: Supply, installation and configuration of Servers and accessories

HLL Lifecare Limited, Thiruvananthapuram invites competitive bids from the eligible bidders for the supply, installation and configuration of **Servers and Accessories** for our Offices at Thiruvananthapuram. The details are attached as **Annexure-1**.

The terms and conditions of the bid are given below.

1. The respective bidder should have minimum 2 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.
 - The copies of Supply / work orders for the similar kind of items for the past two years.
 - Certificate from at least two clients for the similar works done.
2. The bidder should submit the Manufacturer/OEM authorization letter for the product quoted along with the bid.
3. The prices should be quoted as per the format for price schedule enclosed as **Annexure – II**.
4. In the price schedule, if there is any discrepancy between the unit price and total price the unit price shall prevail and the total price shall be corrected by the purchaser accordingly.
5. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
6. The bids should contain the complete technical specifications of the equipment supported with illustrative literatures/catalogues/technical compliance sheet.
7. The items should be delivered within **3 Weeks** from the date of placement of order.
8. Penalty @ 0.50 % per week's delay subject to a maximum of 5 % is applicable for delayed delivery.
9. The bid shall be evaluated by taking the total amount quoted for all the items.
10. The supply order shall be placed on the first lowest responsive bidder.
11. Necessary user manuals/CDs/DVDs are to be supplied along with the equipments.
12. The onsite warranty should be for the period of minimum **Three years (3 years)** from the date of installation. All the defective parts should be replaced at free of cost during the warranty period.
13. If the defective item, either a part or whole, is taken for contractor's site for service in the case of failure in rectifying the problem at HLL, an item which technically comprises the defective item (equivalent or higher) should be provided at HLL. The defective item should be returned after service within a minimum period of time.

14. Scope of installation
 - Carrying out a quality check for the supplied item.
 - Installation and configuration of all hardware items mentioned in Annexure-I.
 - Installation of Operating System on all the servers
 - Applying latest patches if any.
 - Fine tuning of the Operating System
 - Documentation
 - If required technical support/assistance should be provided without any additional cost for the installation and configuration of other related software procured by the purchaser.
15. The breakdown calls should be attended within 2 hrs of intimation. Service support should be provided by the supplier after office working hours of HLL and holidays also if required, without any additional cost.
16. Bids should be clear in all respects and those with ambiguous clauses shall be rejected.
17. Payment will be released within 14 days from the date of Installation. For claiming the payment, the following documents are to be submitted at our Corporate and Regd. Office, Poojappura, Thiruvananthapuram
 - a. Three copies of Invoice
 - b. Delivery/Installation report duly signed by the concerned person of HLL and representatives of the supplier.
 - c. Warranty certificate
 - d. License documents if any
18. Mention the software (if any) that are pre-loaded in the system as bundle.
19. The bids should be submitted at the following address.

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

20. Bids should be submitted on or before **15:00 Hrs on 13.12.2013** 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 representative of the bidder who chooses to attend. If the bid opening day is declared as holiday, the bid will be opened at the next working day of HLL.
21. Any bid received after the deadline will be rejected.
22. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
23. The envelopes containing the bid shall bear the Bid Number with date and the words “DO NOT OPEN BEFORE” (Here insert the time and date of bid opening).
24. No Email or fax bids will be accepted.
25. 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,

SREEJITH S
M (IT)

Annexure-1

Sl. No	Item	Minimum Technical Specifications	Qty	Location of Installation
1	Server – TOWER (ISO Certified)		1	IDD(S)
	Architecture	x86-64 Tower Server		
	CPU	1 x Intel Xeon 4C E5-2603 80W 1.8GHz/1066MHz/10MB		
	Memory	3 x 8GB PC3L-10600 CL9 ECC DDR3 1333MHz LP RDIMM <i>or above</i> and expandable upto 96 GB		
	Hard Disk	3 x 1TB 2.5in SFF HS 7.2K 6Gbps NL SATA HDD		
	RAID	RAID 0, 1, 10 and 5		
	Power Supply	Two redundant hot-swap 550 W (80+ Platinum certification)		
	Network ports	Four integrated Gigabit Ethernet 1000BASE-T ports (RJ-45)		
	Others	<ul style="list-style-type: none"> • Two PCIe 3.0 slots, • 2 USB 2.0 port on front • Four USB 2.0, one DB-15 video, one DB-9 serial, one RJ-45 systems management, four RJ-45 GbE network ports. • One internal USB ports (for embedded hypervisor) • Cooling with up to six N+1 redundant hot-swap fans 		
	Optical drive	Internal DVD RW		
	Keyboard	104 keys		
	Mouse	Optical		
	Monitor	18.5" inch TFT Digital Colour Monitor		
Operation System Support	Microsoft Windows Server 2012, 2008 R2 and 2008, Red Hat Enterprise Linux 5 and 6, SUSE Linux Enterprise Server 10 and 11, VMware ESX 4.1 and VMware ESXi 4.1 embedded hypervisor, VMware vSphere 5.			

Sl. No	Item	Minimum Technical Specifications	Qty	Location of Installation
2	Server – Rack mountable (ISO Certified)		1	CHO
	Architecture	X86-64 Rack Mountable Server		
	CPU	1 x Quad Core Processor Intel Xeon E5-2603 @ 1.8 Ghz or above; 10 MB L3 cache		
	Memory	32 GB memory PC3L-10600 CL9 ECC DDR3 1333MHz LP RDIMM or above and expandable upto 96 GB		
	Hard Disk	Min. 3 x 1TB 2.5in 7.2k 6Gbps SAS hot pluggable Hard Disk Drives (Internal) accessible from front panel		
	RAID	Integrated 6Gbps SAS hardware RAID 0, 1 and 5. Raid controller should support on line Raid level migration, on line capacity expansion and data scrubbing.		
	Power Supply	Redundant hot swappable power supplies		
	Network ports	2 x 1 Gigabit Ethernet ports		
	Others	<ul style="list-style-type: none"> • Dedicated Ethernet Management port for CLI/browser based remote management; • Minimum 2 PCIe 2.0 slots • Minimum 2 USB 2.0 port • Rack mounting rail kit/cable management arm • Dual localized power cable • Redundant fan 		
	Optical drive	Internal DVD RW		
	Keyboard	104 keys		
	Mouse	Optical		
	Monitor	18.5" inch TFT Digital Colour Monitor		
	Form Factor	1 U		
Operation System Support	Microsoft Windows Server 2012, 2008 R2 and 2008, Red Hat Enterprise Linux 5 and 6, SUSE Linux Enterprise Server 10 and 11, VMware ESX 4.1 and VMware ESXi 4.1 embedded hypervisor, VMware vSphere 5.			
3	800 GB LTO4 Tape Cartridges (5 Pack)	Ultrium 4, 800 GB, IBM P/N : 95P4436	20	
4	SAN Hard Disks (HDD - Fibre Channel)	FC FRU 44 X 2451 450GB 15K	11	
5	External Hard Disk	1 TB	1	

Address of location

**CHO- HLL Lifecare Limited,
Registered & Corporate Office,
HLL Bhavan, Poojappura
Thiruvananthapuram –12
Phone. 0471-2354949**

**IDD(S)-HLL Lifecare Limited,
Infrastructure Division,
"Adharsh", T.C - 6/1718(1),
Vettamukku, Thirumala P.O,
Thiruvananthapuram -695006
Phone: 0471 - 2368144**