



**HLL Lifecare Limited**  
**(A Government of India Enterprise)**  
Corporate and Registered Office,  
HLL Bhavan, Poojappura,  
Thiruvananthapuram– 695 012  
Kerala, India.  
Phone: 0471 – 2354949  
CIN:U25193KL1966GOI002621  
Website: [www.lifecarehll.com](http://www.lifecarehll.com)

**Invitation for Bids**

**Annual Maintenance Contract for Networking (LAN) Active Components installed  
at our Offices and factories in Kerala**

Date	:	9 <sup>th</sup> June 2017
IFB No.	:	HLL/CHO/IT/LAN_AMC/2017

**The schedule of the bid is given below.**

<b>Last date and time for receipt of bids</b>	<b>:</b>	<b>15.00 Hrs. on 23.06.2017</b>
<b>Time and date of opening of Bids</b>	<b>:</b>	<b>15.30 Hrs. on 23.06.2017</b>

Dear Sir,

Sub: **Annual Maintenance Contract for Networking (LAN) Active Components installed at our Offices and factories in Kerala**

HLL Lifecare Ltd (HLL), Thiruvananthapuram invites sealed bids from the competent and eligible bidders to enter into the Annual Maintenance Contract (AMC) for the Networking (LAN) active components installed at Corporate and Registered Office, Factories and Other offices in Thiruvananthapuram and Kochi. Details are enclosed as **Annexure-1**. The addresses of the locations are given in **Annexure-2**.

You are requested to submit your lowest offer for AMC based on the following terms & conditions.

### **Terms & Conditions**

1. The respective bidder should have minimum 3 years experience in supply, installation and maintenance of LAN items. For this, the bidder may submit the documentary of evidence like work orders, certificate from the clients for the similar works done along with the bid.
2. The respective bidder should have service support centre at Thiruvananthapuram / Kochi and the details may please be furnished along with the bid.
3. The period of AMC is **1<sup>st</sup> July 2017 to 30<sup>th</sup> June 2018** for all the items.
4. The prices should be quoted in the format of price schedule given in **Annexure-3**.
5. 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.
6. The basic price quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. However the service tax shall be paid as per the tax structure applicable at that point of time under Income tax Act fixed by Government of India.
7. Scope of AMC services:
  - (i) One preventive maintenance check should be done in every quarter (once in 3 months) 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 after HLL's office hours and holidays also in case of emergency without any additional charges.
  - (iii) The preventive maintenance/break down maintenance reports duly signed by the bidder's representative and IT department officials of the unit concerned should be submitted by 5<sup>th</sup> of every month at CHO.
  - (iv) All the defective parts/items should be replaced without any additional cost.
  - (v) If any defective parts/items cannot be serviced at HLL site, those items shall be taken to the contractor's site by providing the standby item, which is technically equivalent or higher to the defective item.

- (vi) We may shift some of the equipments to some other department/locations if required. In this case necessary assistance should be provided at no extra cost.
  - (vii) HLL may upgrade or replace some of the items based on need. This should, however, not affect the terms and conditions of AMC.
8. The call register with full details of preventive and break down calls attended, spares replaced should be maintained at CHO, PFT, AFT and KFC.
  9. The prices quoted shall be valid for a period of 90 days from the date of opening of bids
  10. The bids will be evaluated by taking the total amount quoted for all the items of the units together.
  11. The Purchaser shall consider placement of work orders for AMC only on the first lowest responsive bidder who is technically and commercially qualified.
  12. Bids should be clear in all respects and those with ambiguous and conditional clauses shall be rejected
  13. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at [sivakumar@lifecarehll.com](mailto:sivakumar@lifecarehll.com). However no post bid clarification shall be entertained.
  14. No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time the Purchase order is placed. Any effort by a bidder to modify his bid or influence the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.
  15. By submitting the bid it is presumed that the bidder has verified the tender Documents and technical specification of the items in details and has quoted the tender rate accordingly.
  16. The successful bidder shall furnish Security Deposit equivalent to 5% of the total AMC cost in the form of Performance Bank guarantee (PBG), issued by a Nationalized/Scheduled Bank valid up to entire AMC period. Security Deposit shall be submitted within 7 days of the award of the Work Order. The PBG shall be released after successful completion of AMC.
  17. The contractor should guarantee to maintain an average system uptime of **96 %** at all locations. System Uptime is defined as productive and error free time of the equipment reckoned on a monthly basis and the system uptime efficiency shall be calculated as under.

$$\text{System Uptime efficiency} = \frac{(\text{Total Time} - \text{Down Time})}{\text{Total Time}} * 100$$

Where Total time = Time for which the equipment is to operate x total no. of equipments in CAMC.

Down Time = Time lost due to equipment malfunction and remedial maintenance x total no. of equipments malfunctioned.

18. For every 1% drop in the system uptime for each equipment from the guaranteed 96%, an amount equivalent to 2% of the amount payable as charges for CAMC for those equipments will be deducted.

19. Payment will be released in four installments on successful completion of AMC for the relevant three months period on submission of the following at Corporate and Registered Office, Thiruvananthapuram
- (i) Three copies of invoice.
  - (ii) Report of the preventive maintenance services carried out for the relevant three months period.
  - (iii) Monthly report on the breakdown maintenances carried out during the period.
  - (iv) Report on Uptime of systems for the period.
20. Contract will get cancelled if the service is found not satisfactory by giving one month prior notice.
21. 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.
22. The bids should be submitted at the following address.
- Associate Vice President (IT)**  
**HLL Lifecare Limited**  
**Registered and Corporate Office,**  
**HLL Bhavan, Poojappura,**  
**Thiruvananthapuram – 695 012,**  
**Phone: 0471- 2354949.**
- Bids should be submitted on or before **15:00 Hrs on 23.06.2017** 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 for HLL, the bid will be opened at the next working day of HLL.
23. The envelopes containing the bid shall bear the Bid No. (Here insert the details given under reference) and the words “DO NOT OPEN BEFORE ..... “ (Here insert the time and date of bid opening).
24. HLL reserves the right to accept/reject any or all of the bids without assigning any reason whatsoever.
25. No fax/email bids will be accepted.
26. Any bid received after the deadline for submission of bids will be rejected.
27. HLL shall not be liable for the delay in submission of bid due to any reason including postal delay
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**  
**SM(Hardware)**

**List of Networking Items**  
**Corporate Head Office,Poojappura,Thiruvananthapuram – CHO**

Sl. No.	Item Description	Quantity
1	Cisco Catalyst 3560G 24 Port Switch with Accessories	1
2	Cisco Catalyst 3560X 24 Port Switch with Accessories	1
3	Cisco Catalyst 2960S 48 Port Switch with Accessories	1
4	Cisco Catalyst 2960G 48 Port Switch with Accessories	1
5	Cisco Catalyst 2960S 24 Port Switch with Accessories	1
6	Cisco SG300-28 28 Port Switch with Accessories	1
7	Cisco SG300-52 52 Port Switch with Accessories	2
8	Cisco ESW-520 24 Port Switch with Accessories	3
9	Cisco ESW-540 24 Port Switch with Accessories	3
10	Cisco CE500 24 Port Switch with Accessories	10
11	Cisco CE 500 24 TT Switch with Accessories	2
12	3Com 4200 Series 24 Port Switch with Accessories	2
13	D-Link DES-1210-52 Web Smart Switch with accessories	2
14	D-Link DI-304 ISDN Router with inbuilt 4 Port Switch	1
15	D-Link /Linksys/Compex 24 port Switch	4
16	D-Link 16 port Unmanageable Switch	3
17	D-Link / Digisol /Zyxel 8 Port Unmanageable Switch	16
18	Lanner KVM Switch with 8 sets of KVM cable to share 8 servers	1
19	Cisco AIR-CT2504-25-K9 Wireless Controller and accessories	1
20	Cisco AIR CAP1602E-N-K9 Wireless Access Point with accessories	10
21	Cisco AIR CAP2602E-N-K9 Wireless Access Points with accessories	8
	<b>Total</b>	<b>74 Nos</b>

**Peroorkada Factory, Thiruvananthapuram (PFT)**

<b>Sl.No</b>	<b>Item Description</b>	<b>Qty.</b>
1	CISCO 2950 series 24 port Switch with accessories	2
2	CISCO Catalyst 2960 series 24 port Switch with accessories	4
3	CISCO ESW-540-24-K9- series 24 port Switch with accessories	4
4	CISCO ESW-520-24-K9- series 24 port Switch with accessories	5
5	CISCO SG 300- series 28 port Switch with accessories	6
6	D-Link DES 1024 R/ D 24 port Switch with accessories	2
7	D-Link DES 1024 C 24 port Switch with accessories	1
8	Compex 16 port Switch with accessories	1
9	Compex/Netgear/D Link/ Dintek/LinkSys 8 port Switch with accessories	6
10	Linksys SR 224 G 24 Port Giga Switch with accessories	2
11	Linksys WAP 54G wireless access point with accessories	2
12	Linksys E 900 wireless access point with accessories	1
13	D Link DAP 1360 wireless access point with accessories	1
14	D Link DWR 116 wireless access point with accessories	1
15	Linksys WAP 300 N wireless access point with accessories	1
16	D-Link Wireless Access Point DWL-2100AP with accessories	1
17	Transceivers (10/100)	2
18	Digisol / D Link Print Server with accessories	1
<b>TOTAL</b>		<b>43</b>

**Akkulam Factory, Thiruvananthapuram (AFT)**

<b>Sl.No</b>	<b>Item Description</b>	<b>Qty</b>
1	CISCO CE 500 24 LC 24-port Switch with accessories	3
2	CISCO 2960 24 port TC-L Switch with accessories	2
3	3COM Super stack 24 port Switch with accessories	1
4	3 COM 4200 Switch with accessories.	1
5	3 Com Baseline 10/100 24 port Switch with accessories.	1
6	TYCO-AMP- 24 Port full 10/100 Switch with accessories.	2
7	CISCO CE 500 24 LC 24-port switch with accessories	1
8	24 Port Compex Switch	2
9	Linksys SR224 24 port switch	1
10	Transceivers (10/100)	1
12	8 port CISCO Switch (10/100)	4
13	Cisco SG-300 24 port Managed Switch with accessories	1
14	Cisco Linksys WAP610N Wireless Access Point with accessories	2
15	Cisco ESW 540 24 Port Switch with accessories	2
<b>TOTAL</b>		<b>24</b>

**Kakkanadu Factory, CSEZ, Kochi. (KFC)**

<b>Sl.No</b>	<b>Item Description</b>	<b>Qty</b>
1	Netgear 16 Port switch with accessories	1
2	CISCO 2960 24 port 10/100/100 Switch with accessories	1
3	Dlink 8 Port with accessories	1
4	Dlink 16 Port Swtch with accessories	1
5	Belkin Wireless Access Point with accessories	2
<b>TOTAL</b>		<b>6</b>

**Irapuram Factory, Kochi (IFC)**

<b>Sl. No</b>	<b>Item Description.</b>	<b>Qty.</b>
1	CISCO Catalyst 2960S 24 GigE Switch with accessories	1
2	CISCO SG300-28 28-port Gigabit Managed Switch with accessoires	3
3	LINKSYS LAP N60 Wireless Access Points with accessories	2
<b>TOTAL</b>		<b>6</b>

**CRDC, Akkulam, Thiruvananthapuram**

<b>Sl.No</b>	<b>Item Description</b>	<b>Qty</b>
1	CISCO Catalyst 3560 (WS-C3560G 24TS-S)24 Switch with accessories	1
2	Cisco Catalyst 2960 (WS-C2960G-24TC-L) Switch with accessories	3
3	Cisco SGE 2000 10/100/1000 24 port Switch with accessories	4
4	Cisco Catalyst 2960 (WS-C2960G-24TC-L) Switch with accessories.	1
5	Cisco SRW 2024 24-port 10/100/1000 Gigabit Managed Switch with accessories	1
		<b>10</b>

**Balaramapuram Packing Unit**

<b>Sl. No</b>	<b>Item Description.</b>	<b>Qty.</b>
1	CISCO Catalyst Express 500 series Switch with accessories.	1
2	CISCO SG 300- series 28 port Switch with accessories	2
<b>TOTAL</b>		<b>3</b>

**Note: Accessories of the Switch include OFC Module, Cooling Fans, SMPS and Power adapter etc**



**ADDRESS OF LOCATIONS**

- CHO - HLL Lifecare Ltd,**  
Corporate and Registered Office,  
HLL Bhavan, Poojappura,  
Thiruvananthapuram – 695012  
Ph: 0471 – 2354949.
- AFT - HLL Lifecare Ltd,**  
Akkulam Factory,  
Sreekaryam P.O.,  
Thiruvananthapuram –695017  
Ph: 0471 - 2442692
- PFT - HLL Lifecare Ltd,**  
Peroorkada Factory,  
Peroorkada,  
Thiruvananthapuram –695005  
Ph: 0471 - 2438729
- KFC - HLL Lifecare Limited,**  
Plot: 16/A/1,  
Cochin Special Economic Zone (CSEZ),  
Kakkanadu, Kochi – 682 037  
Ph: 0484-2413332, 2413293
- IFC - HLL Lifecare Limited**  
Plot No.1, Rubber Park,  
Irapuram,  
Kunnathunada,  
Ernakulam – 683541  
Phone : 0484-2597200
- CRDC - HLL Lifecare Limited,**  
Corporate R&D Centre  
Sreekaryam P.O  
Thiruvananthapuram - 695017  
Phone:0471-2774700

**Balaramapuram  
Packing Unit:**

**HLL Lifecare Ltd,**  
Ward No: XVIII, Building No: 849,  
Trivandrum Spinning Mill Premises  
Balaramapuram P.O,  
Thiruvananthapuram

**Annexure - 3**

**PRICE SCHEDULE**

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. ....