



(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

**ESTABLISHMENT OF DEDICATED INTERNET LEASED LINE (ILL)
CONNECTIVITY**

Date	:	27 th September 2019
IFB No.	:	HLL/CHO/IT/Internet/2019/

The schedule of the bid is given below.

Last date and time for receipt of bids	:	15.00 Hrs on 18.10.2019
Time and date of opening of bids	:	15.30 Hrs on 18.10.2019

Dear Sir,

Sub: Establishment of Dedicated Internet Leased Line (ILL) Connectivity

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

Terms and Conditions

1. The bidder should be a Registered Company in India under the Companies Act, 1956 and the bidder may attach the documentary proof for the same.
2. The bidder should be an Internet Service Provider and documentary evidence for the same should be attached along with the bid.
3. The bidder should have executed at least five similar installations and the documentary evidences for the same have to be attached.
4. The supplier should have the service support center at Thiruvananthapuram and the details for the same may please be furnished in the bid.
5. The bidder should have not been blacklisted by and state/central Government organizations/firms/institutions for which the self-certificate stating that the bidder has not been blacklisted by any institution of the Central/state Government in past three years may please be submitted
6. The bidder should provide 24x7 customer support and all service calls should be addressed within 2 Hours of intimation.
7. The uptime of the connectivity should be a minimum of **99.5 %** on monthly basis. Uptime is measured as Total Uptime Hours/Total Hours in a month. In case the Service Provider fails to achieve the uptime, for every **0.1 %** drop from the guaranteed uptime, **1 %** of the quarterly advance payment will be deducted as penalty from the next payment.
8. A Service Level agreement (SLA) based on "Quality of Service" and Uptime of the Connectivity shall be signed by HLL and the successful bidder within 15 days from the date of acceptance of the Purchase Order.
9. HLL reserves the right to terminate the services at any time by giving one (1) month advance notice period, if the service is not provided as per the SLA and the performance is not found satisfactory.

10. The dedicated ILL connectivity should be provided through Optical Fiber Cable (OFC) connectivity.
11. The bidders are requested to mention the annual charges for the internet and all other charges like price of CPE, installation charges etc. should be mentioned separately. However, the bids will be evaluated by taking the total quoted amount for all the locations together.
12. The prices should be quoted as per the format for price schedule enclosed as **Annexure-II**.
13. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
14. The bids should contain the complete technical specifications supported with illustrative literatures/catalogues.
15. Internet connection should be provided within **4 weeks** from the date of placement of order.
16. Penalty @ 0.50 % per week's delay subject to a maximum of 5 % is applicable for the delay in establishment of internet connectivity.
17. The supply order shall be placed on the lowest responsive bidder.
18. Payment will be released in advance for each quarter. For claiming the payment, the following documents have to be submitted.
 - a. Three copies of Invoice with GST details.
 - b. Installation/ Service report /Uptime efficiency Report duly signed by the concerned person of HLL and representatives of the supplier.
19. The bids should be submitted to the following address.

**Vice President (IT),
HLL Lifecare Ltd,
HLL Bhavan, Poojappura,
Thiruvananthapuram -695012
Kerala
Ph: 0471-2354949, 2775000**
20. Bids should be submitted latest by before **15:00 Hrs on 18.10.2019** and the same **will be opened at 15:30 Hrs on the same day** at Corporate Head Office, Poojappura, Thiruvananthapuram in the presence of the representatives of the bidders, who choose to attend. If the bid opening day is declared as holiday for HLL, the bid will be opened at the next working day of HLL.
21. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at **sivakumar@lifecarehll.com**. However, no post bid clarification shall be entertained.
22. 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.

23. 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.
24. Bids should be clear in all respects and those with ambiguous and conditional clauses shall be rejected.
25. Any bid received after the deadline for submission of bids will be rejected.
26. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
27. The envelopes containing the bid shall bear the words "DO NOT OPEN BEFORE" (Here insert the time and date of bid opening).
28. 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.
29. Consideration of MSME shall be based on furnishing of valid UAM (Udyog Aadhar Memorandum) number and copy of relevant document along with the bid only.
30. No Email or fax bids will be accepted.
31. 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
Deputy General Manager (Hardware)

Annexure – I

Sl. No.	Description of the connectivity	Location
1	75 Mbps (1:1) Internet Leased Line (ILL) Connection with minimum 16 Nos of Static IPs.	HLLCHO HLL Lifecare Limited, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram – 695 012, Phone: 0471- 2354949
2	15 Mbps (1:1) Internet Leased Line (ILL) Connection with minimum 16 Nos of Static IPs.	HLLPFT HLL Lifecare Limited, Peroorkada Factory Trivandrum - 695005 Phone -0471-2437270
3	10 Mbps (1:1) Internet Leased Line (ILL) Connection with minimum 8 Nos of Static IPs.	HLLAFT HLL Lifecare Limited Akkulam Factory, Sreekaryam P.O Thiruvananthapura - 695017 Phone: 0471 - 2442692

Price Schedule							Annexure – II			
Sl.NO	Description of item / work	Unit	Quantity	Basic Price (Rs)	Taxes/ Duties (Rs)	Other incidental costs if any (Rs)	Total Price for each unit (Rs)	Amount (Rs)		
1	2	3	4	5	6	7	8 = 5+6+7	9 = 4 * 8		

Total Price (in Figure) : Rs.....

Total Price (in words) : Rs.