



**HLL Lifecare Limited**

(A Government of India Enterprise)

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

Phone: 0471 – 2354949

Website: [www.lifecarehll.com](http://www.lifecarehll.com)

**Invitation for Bids**

**ANNUAL MAINTENANCE CONTRACT FOR WAN RELATED ITEMS  
INSTALLED AT OUR HEAD OFFICE, FACTORIES AND  
OTHER OFFICES**

Date	:	27 <sup>th</sup> May 2016
IFB No.	:	HLL/IT/AMC/WAN/2016

**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 10.06.2016</b>
<b>Time and date of opening of Bids</b>	<b>:</b>	<b>15.30 Hrs on 10.06.2016</b>

Dear Sir,

**Sub: Annual Maintenance Contract for WAN related items installed at our Head Office, Factories and Other Offices**

HLL Lifecare Limited (HLL), Thiruvananthapuram invites sealed bids from the competent and eligible bidders to enter into the Annual Maintenance Contract (AMC) for the Wide Area Networking (WAN) related items installed at our Head Office, Factories and other Offices across India. The details of Items and address of locations are given in **Annexure-I & Annexure-II** respectively.

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 (Three) years' experience in supply, installation and maintenance of WAN items.
2. The bidder should have service support centers/partners at the locations mentioned in **Annexure-II**. If above said service centre is not available at our location, the nearest service location of the bidder can be mentioned. Addresses and contact person details should be furnished along with the bid.
3. The period of AMC is **1<sup>st</sup> July 2016 to 30<sup>th</sup> June 2017** for all the items.
4. The prices should be quoted in the format for price schedule given in **Annexure – III**.
5. Basic prices for all the items once fixed will remain valid during the AMC period.
6. 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.
7. The following documents are to be attached along with bid;
  - a. Certificate of Incorporation
  - b. Audited Balance Sheet and Profit & Loss Account or Annual Report for the last three financial years
  - c. Self-certificate stating that the bidder has not been blacklisted/ debarred by any institution of the central/state Government/PSU.
  - d. The documentary evidence like work orders, certificate from the clients for the similar works done for the past three years.

8. Scope of AMC services:

- (i) One preventive maintenance check should be done in every quarter (once in 3 months) on prior permission from the concerned persons of the location.
- (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 concerned persons of the unit should be submitted to IT department Corporate Head Office (CHO) by 5<sup>th</sup> of every month.
- (iv) All the defective parts/items should be replaced without any additional cost. All replaced items should be of the same make of the faulty items and the quality of the replaced item is subjected to the inspection by the Purchaser.
- (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 of similar brand.
- (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.

9. The call register with full details of preventive and break down calls attended, spares replaced should be maintained at Corporate Head Office (CHO),Thiruvananthapuram.

10. The contractor should guarantee to maintain an average system uptime of 98 percent (Routers and IP phone call manager only) 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.

(Total Time – Down Time)

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

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.

11. For every 1% drop in the system uptime for each equipment from the guaranteed 98%, an amount equivalent to 2% of the amount payable as charges for CAMC for those equipments will be deducted.

12. Payment Terms : 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 Head Office (CHO),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.
13. The bids will be evaluated by taking the total amount quoted for all the items for all the locations together.
14. The Purchaser shall consider placement of work orders for AMC only on the first lowest responsive bidder who is technically and commercially qualified.
15. Contract will get cancelled if the service is not found satisfactory. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default prior to one month, sent to the supplier, terminate this contract in whole or in part
- a) If the contractor fails to deliver service within the time period(s) specified in the contract, or any extension thereof granted by the purchaser
  - b) If the contractor fails to perform any other obligation(s) under the Contract
16. 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.
17. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
18. Bids should be clear in all respects and those with ambiguous and conditional clauses shall be rejected
19. 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.
20. 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.
21. 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.
22. The bids should be submitted at the following address.

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

Bids should be submitted on or before **15:00 Hrs on 10.06.2016** and the same **will be opened at 15.30 Hrs on the same day** at Corporate Head Office, Poojappura, and 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 should bear the Invitation for Bids title and number, and the statement DO NOT OPEN BEFORE \_\_\_\_\_(Here insert time and date of bid opening).
24. 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.
25. Any bid received by the purchaser after the deadline for submission of bids prescribed by the purchaser shall be rejected and returned unopened to the bidder.
26. No fax/email bids will be accepted.
27. **RESOLUTION OF DISPUTE**
- (a) The purchaser and the contractor 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.
- (b) 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.
- (c) 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,

**Senior Manager (Hardware)**

## Annexure – I

SL.NO	LOCATION	DESCRIPTION OF THE ITEM	QTY	SERIAL NUMBER
1	Corporate Head Office, Poojappura, Thiruvananthapuram (HLLCHO)	(i) CISCO 2911 Router with WAN interface cards and accessories	2	FHK1445F3C7 & FGL154215AX
		(ii) CISCO 2811 Router with accessories	1	FHK1346F0SY
		(iii) CISCO 1721 Router with accessories	1	FHK0916125C
		(iv) CISCO 7902G IP telephony instruments with accessories	13	INM09091Z9R,INM09091ZB7,INM09091ZAH, INM09091ZIS,INM09091Z5K,INM090916JH, INM090916EP, INM09091ZIT,INM094735Z0, INM094736BK, INM0947365M, INM094722FZ and INM09091Z2A,
		(v) CISCO 7906G IP telephony instruments with accessories	8	FCH11519QG0, FCH12488T2S,FCH12488TXT, FCH132193Q9, ,FCH134594TZ, FCH1127D2FP , FCH14029Q37 and FCH132193F2
		(vi) CISCO 7940G IP telephony instruments with accessories	1	FCN1051A2VP
		(vii) IP telephony call manager 3.3 for MCS- 78151-2000 Server	1	KP-PAT62
2	Depot at Balaramapuram, Thiruvananthapuram	CISCO 2610 Router with accessories	1	JAD062007YY
3	HLL Infra Tech Services Limited (HITES), Biomedical Divison, Thycaud, Thiruvananthapuram	CISCO 1721 Router with accessories	1	FOC09130UZD

4	Peroorkada Factory, Thiruvananthapuram (HLL PFT)	Cisco 2911 Router with WAN interface cards and accessories	1	FGL1540102D
		CISCO 7902G IP telephony instruments with accessories	4	INM090916G1, INM09441G9N, INM094735XU, INM09091Z7V
5	Akkulam Factory, Thiruvananthapuram – (HLLAFT)	(i) Cisco Router 2811 with WAN interface cards and accessories	1	FGL152511Y9
		(ii) CISCO1721 Router with accessories	1	FHK0916125E
		(iii). CISCO 7902G IP telephony instruments with accessories	4	INM09091ZG2, INM09091ZGR, INM09091Z6L, INM09474R4P
6	Kanagala Factory, Belgaum (HLLKFB)	(i) CISCO 2811 Router with accessories	1	FHK1226F4U4
		(ii) Cisco Router 2911 with WAN interface cards and accessories	1	FGL1540102H
		(iii) CISCO 7902G IP telephony instruments with accessories	2	INM09474R06 and INM09441FB3
		(iv) CISCO 7940G IP telephony instruments with accessories	3	FCN1051A2VV, FCN1051A2VM and FCN1128A05W
7	Central Marketing Office, Chennai	(i) CISCO 1721 Router with accessories	1	FHK09161257
		(ii) CISCO 2811 Router with accessories	1	FHK1344F0PP
		(iii) CISCO 7902G IP telephony instruments with accessories	5	INM09081XFQ, INM09474RKQ, INM0947367S, INM09473665 AND INM094735YX
8	Women Health Care Division, Chennai	CISCO 1721 Router with accessories	1	FHK0916125K

9	Regional Office, Mumbai	(i) CISCO 2620 Router with accessories	1	FHK0916F2G1
		(ii) CISCO 7902G IP telephony instruments with accessories	1	INM094735ZN
		(iii) CISCO 7940G IP telephony instruments with accessories	1	FCN1051A2W1
10	Regional Office, Kolkata	(i) CISCO 1721 Router with accessories	1	FOC09140MYL
		(ii) CISCO 7902G IP telephony instruments with accessories	1	INM09091ZIN
11	HLL Infra Tech Services Limited (HITES), Noida	(i) CISCO 2811 Router with accessories	1	FHK1427F38F
		(ii) CISCO 7902G IP telephony instruments with accessories	4	INM09091ZIJ, INM09091Z2K, INM09473661, INM1010121T,
		(iii) CISCO 7906G IP telephony instruments with accessories	1	FCH140586NX
12	Kakkanadu Factory, CSEZ, Kochi (HLLKFC)	(i) CISCO 1841 Router with accessories	1	FHK101022VJ
		(ii) CISCO 7902G IP telephony instruments with accessories	2	INM094722AA, INM09441FDP
13	Irapuram Factory ,Kochi (HLLIFC)	CISCO 7902G IP telephony instruments with accessories	1	INM09441GBQ



14	Marketing Office, Bangalore	(i) CISCO 1841 Router with accessories	1	FHK101053BY
		(ii) CISCO 7906G IP telephony instruments with accessories	1	FCH1345955F
15	Manesar Factory, Gurgaon – (HLLMFG)	(i) CISCO 1841 Router with accessories	1	FHK123022ZQ1
		(ii) CISCO 7902G IP telephony instruments with accessories	1	INM09091Z5G
16	HLL Infratech Services Limited (HITES) Vettamukku, Thiruvananthapuram	(i) CISCO 1841 Router with accessories	1	FHK1231F1EB
		(ii) CISCO 7902G IP telephony instruments with accessories	1	INM0947365F
17	Hindlabs, R.K. Puram	(i) CISCO 2620 Router with accessories	1	FHK0916F2GD

**Annexure-II****Address of locations**

<b>SI.No</b>	<b>Location</b>	<b>Address with Phone No.</b>
1	Corporate Head Office Thiruvananthapuram - HLLCHO	HLL Lifecare Ltd, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram - 695 012 Ph : 0471 - 2354949
2	Peroorkada Factory, Thiruvananthapuram - HLLPFT	HLL Lifecare Ltd Peroorkada Factory. Peroorkada, Thiruvananthapuram - 695 005 Ph: 0471 - 2437270
3	Akkulam Factory Thiruvananthapuram - HLLAFT	HLL Lifecare Ltd Akkulam Factory, Sreekaryam P.O. Thiruvananthapuram - 695 017 Ph: 0471- 2441384.
4	Depot at Balaramapuram	HLL Lifecare Ltd, Ward No: XVIII, Building No: 849, Trivandrum Spinning Mill Premises Balaramapuram P.O, Thiruvananthapuram Ph: 0471 - 2405434
5	Kanagala Factory, Belgaum - HLLKFB	HLL Lifecare Ltd Kanagala Factory, Belgaum - 591 225 Karnataka. Ph : 08333 - 279207
6	Kakkanad Factory, Kochi - HLLKFC	HLL Lifecare Ltd, Plot No. 16/A/1 Cochin Special Economic Zone (CSEZ) Kakkanadu, Kochi – 682 037 Ph : 0484-2423332
7	Irapuram Factory, Kochi - HLLIFC	HLL Lifecare Limited Plot No.1, Rubber Park, Irapuram, Kunnathunada, Ernakulam – 683541 Phone : 0484-2597200
8	Central Marketing Office, Chennai	HLL Lifecare Ltd, No.185, Plot No.1, 100 Ft Bypass Road, Velacherry, Chennai - 600 042 Ph : 044 - 22441727
9	Regional Office Mumbai	HLL Lifecare Limited HLL BHAVAN, 501&502,5th floor,Plot No.86, Sector-11, Near Mandir Chowk, Khopra Road, Behind Khopra bus stop (Mumbai-Pune high way road)Kharghar, Navi Mumbai- 410210 022-20870667/20870668

10	Regional Office Kolkata	HLL Lifecare Ltd Suite No:901, 9 <sup>th</sup> Floor, Krishna Building, 224-A, AJC Bose Road Kolkata- 700017 Phone: 033 – 22905274/ 75
11	HITES - Noida	HITES (Subsidiary of HLL Lifecare Ltd) No. B 14A, Sector – 62, Noida – 201301, Gautham Budh Nagar (UP), Ph:0120 -4071500 / 531
12	Regional Office, Bangalore	HLL Lifecare Ltd, Regional Office,No.2, Ground Floor, 4th Cross, Ex-Service Man Colony, Banaswadi, Bangalore – 560 043 Ph: 080 – 25424530
13	HITES - Infrastructure Development Division (South), Vettamukku, Thiruvananthapuram	HITES (Subsidiary of HLL Lifecare Ltd) Infrastructure Development Division (South), "Adharsh",T.C - 6/1718(1), Vettamukku,Thirumala P.O, Trivandrum -695006. Phone: 0471-2368144
14	Manesar Factory, Gurgaon - HLLMFG	HLL Lifecare Ltd, Plot No : 71, Sector 7, IMT Mansesar, Gurgaon District, Haryana- 122050. Phone: 0124-4030949
15	Women Health Care Division, Chennai	HLL Lifecare Limited, Women Healthcare Division,No.12,First floor, Velacherry-Taramani road,Near canara bank, Chennai - 600 042. Phone: 044 – 22435604
16	Hindlabs- R K Puram	Hindlabs- HLL Lifecare Limited, CGHS Dispensary, Sector- 12, R.K. Puram, New Delhi- 110022 Phone: 011-32680959/26182875
17	Biomedical department, Thucud	HLL Lifecare Limited, Biomedical departments Palathinkara, TC No. 24/606, House No. TENRA-22, Thycaud Trivandrum Phone: 0471-2330447

