

**Supply, Installation and Configuration of  
Servers, Computers and Other Peripherals**

**IFB No. HLL/CHO-SP/MCSC/2017-18/2 - Dt. 08.02.2018**



**HLL Lifecare Limited**  
(A Govt. of India Enterprise)  
**HLL Bhavan, Poojappura,**  
**Thiruvananthapuram -695012**  
**Kerala, India**  
**Tel: +0471 2354949, 2350959, 2350961, 2356352.**  
**Website – [www.lifecarehll.com](http://www.lifecarehll.com)**  
**CIN: U25193KL1966GOI002621**

**INVITATION OF BID****Supply, Installation and Configuration of Servers, Computers and Other  
Peripherals**

HLL Lifecare Limited, Thiruvananthapuram invites competitive bids from the eligible bidders for the supply, installation and configuration of **Servers, Computers and other peripherals** for setting up the Call Centre at our **HLL Lifecare Limited (HLL), B-14A, Sector 62, Noida, Uttar Pradesh.**

**BID DETAILS**

BID Number & Date	<b>HLL/CHO-SP/MCSC/2017-18/2 dt. 07.02.2018</b>
Date Of Commencement Of Sale Of Tender Document	<b>06.02.2018</b>
Last Date For Sale Of Tender Document	<b>12.00 Hrs on 20.02.2018</b>
Last Date And Time For Receipt Of Bids	<b>15.00 Hrs on 20.02.2018</b>
Date And Time Of Opening Of Technical & Price Bids	<b>16.00 Hrs on 20.02.2018</b>
Place of opening of Technical bids	HLL Lifecare Ltd. HLL Bhavan, Poojappura, Thiruvananthapuram - 695012, Kerala, India
Bid validity	3 Months from the date of opening the financial bid.
No. Of copies	No. of copies: 1 original
Address for Communication	Associate Vice President (SP & CC) HLL Lifecare Ltd. HLL Bhavan, Poojappura, Thiruvananthapuram - 695012, Kerala, India Tel: +91 471 2354949, 5426. Email – <a href="mailto:unnism@lifecarehll.com">unnism@lifecarehll.com</a> ; sp@lifecarehll.com Website – <a href="http://www.lifecarehll.com">www.lifecarehll.com</a>

**BID TERMS & CONDITIONS**

The terms and conditions of the bid are given below

1. The respective bidder should have minimum 3 years' experience in supply, installation and maintenance of Servers, Desktop Computers and other peripherals. 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 3 years.
  - Certificate from at least two clients for the similar works done.
2. The bidder should submit the Manufacturer/OEM authorization letter for Servers and Computers along with the bid.
3. The OEM / Bidder Should have Authorized Service centers / Authorized Partners at Noida/New Delhi.
4. The prices should be quoted as per the format for price schedule enclosed as **Annexure – II**.
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 accordingly.
6. The prices quoted shall be valid for a period of **90 days** from the date of opening of bids.
7. The bids should contain the complete technical specifications of the equipment supported with illustrative literatures/catalogues/technical compliance sheet.
8. The items should be delivered within **1 week** from the date of placement of order.
9. Penalty @ 1% per week's delay subject to a maximum of 5 % is applicable for delayed delivery.
10. The bid shall be evaluated by taking the total amount quoted for all the items.
11. The supply order shall be placed on the first lowest responsive bidder.
12. Necessary user manuals/CDs/DVDs are to be supplied along with the Equipments.
13. **WARRANTY:** Three years (3 Years) on-site comprehensive warranty covering all parts & labour from the date of installation for all the items supplied. All the defective parts should be replaced at free of cost during the warranty period.

14. Scope of installation for servers/computers
  - a) Carrying out a quality check for the supplied item.
  - b) Installation and configuration of all hardware items mentioned in Annexure-I.
  - c) Installation of Operating System on all the servers
  - d) Applying latest patches if any.
  - e) Fine tuning of the Operating System
  - f) Documentation
  - g) 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. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at [unnism@lifecarehll.com](mailto:unnism@lifecarehll.com). However no post bid clarification shall be entertained.
18. 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.
19. 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
20. HLL will have the right to increase or decrease up to 20% of the quantity of goods/ services specified in the schedule of requirements without any change in the unit price or other terms and conditions during the validity period
21. To assist in the examination, evaluation and comparison of bids, the purchaser may, at its discretion ask the bidder for the clarification of its bid. The request for the

clarification and the response shall be in writing e-Mail. However, no post bid clarification at the initiative of the bidder shall be entertained

## 22. EARNEST MONEY DEPOSIT (EMD)

- a) The Bid should be submitted along with an Earnest Money Deposit (EMD) of **INR.40,000.00 ( Rupees Forty Thousand Only)** in the form of a Demand Draft drawn in favour of “**HLL LIFECARE LIMITED, THIRUVANANTHAPURAM**” of any Nationalized /Scheduled bank payable at Thiruvananthapuram Payment in any other form will not be accepted. Bid submitted without EMD shall be summarily rejected. No interest shall be paid on any of these deposits.
- b) The EMD of the successful Bidder will be treated as Security Deposit and it will be returned after the successful Supply, installation and configuration of all the items.
- c) The EMD of unsuccessful bidders will be returned as promptly as possible to them within one month of selection of successful bidder.
- d) The EMD will be forfeited if;
  - i. The Bidder withdraws the bid during the period of bid validity.

**or**

- (ii) The Successful Bidder fails to accomplish the task.

## 23. SECURITY DEPOSIT

The successful bidder shall furnish refundable Security Deposit of **Rs. 40,000/- [Rupees Forty thousand only]** for proper and accurate performance of the contract in the manner stated in Para 22(b). The Security deposit will not carry any interest and will be released after the party successfully completes Supply, installation and configuration of all the items covered by this tender notification.

## 24. PAYMENT TERMS;

1. Payments will be made in Indian Rupees only in the form of electronic fund transfer or by Cheque payment from Corporate and Registered Office, Thiruvananthapuram.

2. Payment of 95% of the total price of goods shall be made on receipt of goods by the purchaser and upon successful completion of installation. For claiming this payment the following documents are to be submitted to the paying authority.
  - a) Invoice (Three copies)
  - b) Delivery Challan.
  - c) Installation certificate signed by both user and the supplier's representative.
  - d) Warranty Certificate
3. Payment of 5% of the total price of the goods shall be paid within 3 months from the date of installation against a Performance Bank Guarantee from a nationalized Bank for the 5% of the total value valid till the warranty period.
25. Mention the software (if any) that are pre-loaded in the system as bundle.
26. If the bid opening day is declared as holiday, the bid will be opened at the next working day of HLL.
27. 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.
28. HLL reserves the right to cancel or reject the bidding fully or partially without assigning any reasons and its decisions on this will be final and binding on all bidders
29. 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).
30. No Email or fax bids will be accepted.
31. FORCE MAJEURE
  - 1) If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision

of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

- 2) Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the Supplier may with the concurrence of the purchaser elect to retain.

## 32. RESOLUTION OF DISPUTE

- a) The purchaser and the supplier 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) 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.
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**Annexure-1****Schedule of Requirements with Minimum Technical specifications**

I. No	Item	Specifications	Qty
1	<b>Server – Rack mountable (ISO Certified)</b>		2 Nos
	Architecture	x86-64 Rack Mount Server	
	CPU	1 X Intel Xeon E5-2620v5 @2.10GHz, 8 Core,16M Cache, 80W, Should support Dual CPU	
	Memory	2 X 8GB RDIMM, 1600Mhz,	
	Hard Disk	2 X 2 TB 7.2K RPM, SAS 3.5 " Hot Plug Hard Drive	
	RAID	RAID 0, 1 support (internal)	
	Power Supply	Hot-plug with Redundant Power Supply (1+1)	
	Network ports	Min. 2 X 1 Gigabit Ethernet ports	
	Others	<ul style="list-style-type: none"> <li>• Minimum 2 PCIe 2.0 slots</li> <li>• Minimum 2 USB 2.0 port</li> <li>• Rack mounting sliding rail kit/cable management arm</li> <li>• Dual localized power cable</li> <li>• Redundant fan</li> </ul>	
	Optical drive	DVD+/-RW, SATA, Internal	
	Keyboard	104 keys	
	Mouse	Optical	
	Form Factor	1 U	
	Power Cord	2 Power Cord, G Type, 230V (India)	
Operation System Support	Should support CentOS Linux (Latest Version) /Windows (2008/2012) 64 Bit/SUSE Linux Enterprise 64 bit,		
Warranty	3 year onsite, Next Business Day 24x7 Technical Support & Assistance		

2	<b>Desktop Computer</b>		20 Nos.
	CPU	Intel Core i3 6 <sup>th</sup> Generation CPU or better	
	Memory	4 GB DDR3 RAM upgradable upto 16GB	
	Hard Disk Drive	500 GB SATA HDD	
	Display	18.5 " LED monitor	
	Communication	10/100/1000 Mbps Ethernet	



	Ports	6 USB Ports (at least 2 ports in front ) VGA and Audio	
	Operating System	Microsoft Windows 10 Pro (Licensed)	
	Certifications	ISO/Microsoft/ENERGY STAR	
	Accessories	Keyboard and mouse	
	Warranty	3-3-3 Years	
	<b>Laptop Computer</b>		
	CPU	Intel Core i3 6th Gen CPU upto 2.8GHz, 3MB Cache or better	
	Memory	4 GB DDR3 RAM upgradable upto 16GB	
	Hard Disk Drive	500 GB SATA (7200 rpm)	
	Optical Drive	Integrated Slim 8X DVD super multidrive	
	Display and Graphics	14" diagonal HD anti-glare LED-backlit Intel HD Graphics	
	Communication	Ethernet (10/100/1000 Mbps) Wireless 802.11b/g/n and Bluetooth 4.0	
3	Port	2 USB 3.0 1 USB 2.0 (power port)/1 HDMI 1 headphone/microphone combo 1 AC power/1 RJ-45/1 VGA	14 Nos
	Others	Integrated speakers and microphone	
	Web camera	Webcam HD (720p)	
	Battery	Li-Ion battery capable of giving minimum 4 hours backup	
	Operating System	Windows 10 Pro 64 Bit (Licensed) down gradable to windows 7 professional 64 bit	
	Certifications	ISO/ Microsoft and ENERGY STAR	
	Accessories	Ac Power Adapter and carry case	
	Warranty	3 Years	
4	WPS Office 2016 Business Edition (licensed) or higher under volume license scheme		14 Nos

	<b>Multifunction Printer (Print /Scan /Copy) ISO Certified</b>		
	Type	A4,Mnochrome,Laserjet	
	Print speed	Up to 27 ppm	
	First page out	As fast as 8sec	
5	Duty Cycle	Up to 80000 pages	2 Nos
	Print quality	Up to 1200 x 1200 dpi	
	Scanner	Flatbed, ADF	
	Scan resolution	upto 1200 dpi	
	ADF Capacity	50 Sheets	

	Copy speed	Up to 38 cpm	
	Copy resolution	Up to 600 x 600 dpi	
	Connectivity	Hi Speed USB 2.0 and 10/100 /1000 Mbps (Gigabit) Ethernet Wireless 802.11b/g/n (Optional)	
	Duplexing	Automatic (Standard)	
	Warranty	3 Years	
6	<b>Laserjet Printer (ISO Certified)</b>		2 Nos
	Type	A4, Monochrome	
	Print Speed	Up to 25 ppm	
	Print quality	Up to 1200 x 1200 dpi	
	Connectivity	Hi Speed USB 2.0 and 10/100 Mbps	
	Duplexing	Automatic (Standard)	
	Warranty	3 Years	
7	<b>Ink Tank Printer (Colour)</b>		1 No.
	Technology	Ink Tank (with Refill support)	
	Type	A4, Color	
	Print Speed	Black : 30 PPM Color : 15 PPM	
	Page Yield	Black : 4000 pages Colour : 6500 pages (Composite)	
	Paper Hold Capacity	Input : 100 Sheets and Output : 30 Sheets	
	Connectivity	Hi Speed USB 2.0	
	Warranty	3 Years	
8	<b>Call Centre Head Phone with Mic</b>		
9	<ul style="list-style-type: none"> <li>• Ear cushions fold flat for easy storage</li> <li>• Noise-Cancelling mic with flexible boom</li> <li>• Call answer/end, mute, volume +/-</li> <li>• Connects to PC and Mac via USB.</li> <li>• For Users with extensive communication;</li> <li>• Dynamic EQ, microphone frequency response 100 Hz-8kHz optimal for wideband voice telephony (up to 6,800 Hz), hi-fi stereo output from 20 Hz-20 kHz (C520 only), enhanced digital signal processing (DSP), noise-cancelling microphone</li> <li>• Hearing protection, Sound Guard: Acoustic limiting for protection against sounds above 118 dBA</li> <li>• Warranty : One year</li> </ul>		30 Nos

Price Schedule								Annexure – II			
Sl.NO	Description of item / work	Unit	Quantity	Basic Price (Rs)	Taxes/ Duties (Rs)	Other incidental costs if	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 .....