



**HEALTH CARE SERVICES DEPARTMENT**

**HLL LIFECARE LIMITED**

HLL BHAVAN, POOJAPPURA,  
THIRUVANANTHAPURAM -695 012, PHONE: 0471- 2354949 EXTN: 224 / 266.  
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**TENDER INVITING QUOTATIONS FOR THE SUPPLY, INSTALLATION AND COMMISSIONING OF DESKTOP COMPUTERS, PRINTERS (LASER JET & MULTI FUNCTION), BARCODE PRINTERS, BARCODE SCANNERS, SCANNERS AND UPS**

**INVITATION FOR BIDS**

The schedule of the bid is given below.

<b>DATE</b>	<b>:</b>	<b>06<sup>th</sup> MARCH 2018.</b>
<b>TENDER DOCUMENT NO.</b>	<b>:</b>	<b>HLL/CHO/HCS/IT/2018/25.</b>

**IMPORTANT DATES**

<b>LAST DATE FOR RECEIPT OF BIDS</b>	<b>:</b>	<b>15.00 Hrs. on 21.03.2018</b>
<b>TIME AND DATE OF OPENING OF TECHNICAL BIDS</b>	<b>:</b>	<b>15.30 Hrs. on 21.03.2018</b>
<b>TIME AND DATE OF OPENING OF PRICE BIDS</b>	<b>:</b>	<b>Will be informed to the Technically Qualified bidders</b>

HLL Lifecare Limited, Thiruvananthapuram invites competitive bids from the eligible bidders for the supply, installation, configuration and commissioning of desktop computers, printers (Laser-Jet& Multi-function), UPS, Barcode Printers for Guwahati-(Assam) & Thiruvananthapuram-(Kerala). The details of required item are attached as

SL. NO	DESCRIPTION OF ITEM	ANNEXURES
1	TECHNICAL SPECIFICATIONS OF HARDWARE PERIPHERALS.	Annexure-A
2	DELIVERY ADDRESS.	Annexure-B
3	DETAILS OF PREVIOUS ORDER FOR SIMILAR WORK EXECUTED DURING THE LAST 3 YEARS.	Annexure-C
4	PRE-QUALIFICATION CRITERIA ACCEPTANCE CHECKLIST.	Annexure-D
5	CERTIFICATE.	Annexure-E
6	MANUFACTURER AUTHORIZATION FORM.	Annexure-F
7	PRICE BID.	Annexure-G

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 computers hardware items and licensed software configuration. For this, the bidder can submit the documentary evidence of the copies of Supply / Work orders for the similar kind of items for the past three years along with the bid as per the Annexure -C.
2. The bidder should not have been blacklisted by any state/central Government organizations/firms/institutions for which the statement stating that the bidder has not been blacklisted by any institution of the Central/state Government in past three years may please be submitted.
3. The bidder should be regular tax payer under the Income Tax Act. Please furnish the details of Permanent Account Number (PAN)etc.
4. The prices should be quoted as per the format for price bid format enclosed with the tender document.
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 prices quoted shall be valid for a period of 90 (Ninety) days from the date of opening of bids.
7. **PRICE NEGOTIATION:**As it is not the general norm for HLL Lifecare Limited to carry out price negotiation following evaluation of the Commercial Bids, the Tenderers are advised to submit their best quotes in response to this tender. HLL Lifecare Limited, however, reserves the right to carry out negotiations in exceptional cases with the Tenderer who has been evaluated by HLL Lifecare Limited as having offered the lowest bid in response to the Tender.

8. MSME Units in India registered with the NSIC under its Single Point Registration Scheme will be eligible for price preference up to 15% over the quotation of Large Scale Unit, as per the Government of India guidelines. However, the eligible MSME Units (registered with NSIC) would be required to match the lowest (L1) price quoted by the non-NSIC Unit(s). This benefit will be extended to those MSME units registered with NSIC as on the date of closing of this tender.

9. **EARNEST MONEY DEPOSIT(EMD)**

- a) The Bid should be submitted along with an Earnest Money Deposit (EMD) of INR.20,000.00 (Rupees Twenty Thousand Only) inclusive of taxes 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.
- b) Bid submitted without EMD shall be summarily rejected. No interest shall be paid on any of these deposits.
- 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 of successful bidder will be treated as security deposit and released after successful completion of all the items at the respective locations and Installation certificate of required software mentioned in the technical bid document from the concerned IT Department.
- e) 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.

10. **Exemption from payment of EMD:** It may please be noted that only those MSME Units in India registered with the NSIC would be granted exemption from submission of EMD / Bank Guarantee. In case a Tenderer is eligible for exemption from the payment of EMD, documentary proof to this effect must be enclosed. The Tenderers are required to attach a notarized copy of the MSME certificate granted by the NSIC in their favour.

11. The exact brand/model (for computers business /commercial category is only preferred) of all the quoted items should be mentioned with complete technical specifications supported with illustrative literatures/catalogues/brochures.

12. The items should be delivered and installed within 3 (Three) weeks from the date of issue of Purchase Order.

13. Penalty @ 0.50 % per week's delay subject to a maximum of 5 % is applicable for delayed delivery.

14. Bidder shall pre configure, WPS Office suite, Licensed Antivirus

15. All the license credentials(Licensed Antivirus, Operating system,etc.) shall be handed over to the concerned IT department both as hardcopy and softcopy format after successful installation.
16. Necessary user manuals/CDs/DVDs/accessories/License documents are to be supplied along with the items.
17. The warranty period (onsite) of the hardware peripherals is 3 (Three) Years from the date of installation. All the defective parts should be replaced at free of cost and the break down calls of all the items should be attended by the Supplier during the warranty period.
18. Bids should be clear in all respects and those with ambiguous and conditional clauses offer shall be rejected.
19. The bidder who requires any clarification on the tender shall notify the undersigned through E-Mail at [vimalcumarm@lifecarehll.com](mailto:vimalcumarm@lifecarehll.com) , [aravindv@lifecarehll.com](mailto:aravindv@lifecarehll.com) however no post bid clarification shall be entertained.
20. 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.
21. No bidder shall try to influence the Purchaser on any matter relating to this bid, from the time of the bid opening till the time the Purchase order is placed.
22. HLL will have the right to increase or decrease up to 20% of the quantity of goods and services specified in the schedule of requirements without any change in the unit price or other terms and conditions during the validity period.
23. The supply order shall be placed on the lowest responsive bidder for all the items specified in the tender.
24. MAF is mandatory and Technical bid without 'MAF Document- Annexure – F 'will be summarily rejected.

25. **PAYMENT TERMS**

Payment of 70% of the total price of goods shall be made on receipt of goods by the purchaser and upon successful completion of installation and acceptance by the purchaser. For claiming this payment the following documents are to be submitted to the paying authority.

- (i) Invoice (Three copies)
- (ii) Delivery Challan.
- (iii) Installation certificate signed by both the user and the supplier representative.
- (iv) Warranty Certificate

Payment of 30% of the total price of the goods shall be paid within 3 months from the date of installation.

26. Mention the other software (if any) that are pre-loaded in the system as bundle.
27. 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).
28. Any bid received after the deadline will be rejected.
29. HLL Lifecare Limited reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
30. No Email or fax bids will be accepted.

**GUIDELINES FOR SUBMITTING TENDER DOCUMENTS: -**

The Tender Document consists of Two Parts: **Technical Bid and Price Bid.**

These duly filled-in tender forms shall be placed in TWO separate covers as detailed below:

- i. **Cover – I** TECHNICAL BID- **EMD along with Annexures-A,B,C,D,E &F**
- ii. **Cover – II** Price Bid [(Annexure G)].
- iii. **Cover – III** Master Cover.

**Cover I: - Technical Bid:**The duly signed in Technical Bid (Annexure-A, B, C, D, E, F) along with Earnest Money Deposit (EMD) of Rs. 20,000/-, (Rupees Twenty thousand only) General Conditions of Contract, Additional Conditions duly signed in all pages should be kept in a Cover and super scribed as Technical Bid Ref: HLL/CHO/HCS/IT/2018/25 Dated: 06.03.2018.

**Note:** Tenders received without EMD will be rejected. No indication of the Prices will be made in the Technical Bid.

**Cover II: - Price Bid:** Only Price Bid (**Annexure G**) should be kept in this Cover and no other document should be enclosed with the Price Bid. The Tenderer must sign the Price Bid and also affix company seal. The cover containing duly filled-in Price Bid should be sealed and super scribed as PRICE BID with Name of the work: and Tender Ref: HLL/CHO/HCS/IT/2018/25 Dated: 06.03.2018.

**Cover III:** Covers I, II should further be put in a Master envelope sealed and super scribed with the name of the work and Tender Ref: HLL/CHO/HCS/IT/2018/25 Dated: 06.03.2018.

The Tenderer must sign all the pages of Annexures enclosed and furnish all details.

This should be submitted to **Associate Vice President (HCS), Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram – 695 012, Phone: 0471- 2354949.** on or before the due date for submission **15.00 Hrs of 21.03.2018.** and the same **will be opened at 15.30 Hrs on the same day** at the same venue 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.

Thanking you,

Yours faithfully,

AJIT. N

Associate Vice President (Healthcare Services)

Annexure- ATECHNICAL SPECIFICATIONS OF HARDWARE PERIPHERALS

This format duly filled in must be submitted along with the Technical Bid by the Tenderer (include additional page for remarks, if required). All the Technical specifications and other terms stipulated below are Mandatory and Tenderer not meeting any of the specifications & other terms are liable To be rejected.

Sl. No	Minimum Technical Specifications for HARDWARE PERIPHERALS		Qty	Remarks
1	<b><u>DESKTOP COMPUTER</u></b>		16	Annexure-F Mandatory
	CPU	Intel i3 7 <sup>th</sup> generation or higher		
	Memory	4 GB (1 x 4GB) DDR3 RAM upgradable up to 16 GB		
	Hard Disk Drive	1TB SATA HDD , 7200rpm		
	Display	18.5 " LED monitor		
	Communication	Integrated 10/100/1000 Mbps Ethernet		
	Ports	4 USB Ports, VGA and Audio		
	Operating System	Pre-loaded Microsoft Windows 10 Pro (Licensed).		
	Accessories	Wired Keyboard and Wired mouse (Same OEM Make)		
	Others	OEM system recovery tool		
	Software	WPS Office & Antivirus with 3 years license		
	Warranty	3 Years On-Site Warranty		
	Network Interface	Integrated 100/1000Mbps Ethernet with RJ-45 connector		
NOTE : CPU & Monitor shall be from the same OEM				
Brands: <b>HP/DELL/ACER</b>				
2	<b><u>LASERJET PRINTER</u></b>		2	Annexure-F Mandatory
	Laser jet Printer	Black and White, Automatic Duplex		
	Media	A4, Letter and more		
	Print Speed	Up to 12ppm		
	Resolution	600 x 600dpi resolution		
	Operating System Supported	Windows 10 Pro Licensed		
	Interface Supported	USB 2.0 or higher		
	Warranty	1 Year		
Brands: <b>CANON/HP/BROTHER</b>				
3	<b><u>MULTI FUNCTION PRINTER</u></b>		2	Annexure-F Mandatory
	MF Printer	Automatic duplex - print scan copy		
	Print speed	Upto 30 ppm		

	Memory	32 MB		
	Processor	266 Mhz		
	Duty cycle	10000 Pages		
	Paper tray	250 Pages		
	Technology	Separate toner and drum technology		
	Warranty	1 Year		
	Brands: <b>CANON,HP,BROTHER</b>			
4	<b><u>BARCODE PRINTER</u></b>		1	Annexure- F Not Mandatory
	Resolution	203 DPI		
	Print Mode	Direct/Thermal Transfer		
	Print Width(Max)	1010 mm/PC paper with BPLZ		
	Print Speed (Max)	125 mm/s		
	Processor	32 Bit Dual motor gear		
	Warranty	1 Year		
5	<b><u>BARCODE SCANNER</u></b>		2	Annexure- F Not Mandatory
	Scan Rate	500 scans per second		
	Scan Angle	52 degree		
	MPU	32 bit		
	Warranty	1 Year		
6	<b><u>UPS</u></b>		14	Annexure- F Not Mandatory
	Capacity	600 VA/360W		
	Battery Back up	20 Minutes		
	Type	Desktop Model		
7	<b><u>SCANNER</u></b>		1	Annexure- F Not Mandatory
	Type	Flatbed(A4)		
	Resolution	Upto 4800 Dpi		
	Bit depth	48-bit		
	Connectivity	Hi-Speed USB 2.0		
	Warranty	1 Year		



**Annexure – B**

The Successful bidder should deliver the computer and other hardware items along with the required specifications and installed licensed software at the following locations

<b>Sl.No</b>	<b>State</b>	<b>Address of Delivery</b>
1	Assam	HLL Lifecare Limited East Manipuri Road, 1st Bylane, PKD Court, 3rd Floor, Paltan Bazar Guwahati:781008
2	Trivandrum	Hindlabs Diagnostic Centre and Specialty Clinic Opp: Golden Jubilee entrance, Govt. Medical College hospital, Chalakkuzhi, Thiruvananthapuram, Kerala, Thiruvananthapuram. Kerala- 695011
3	Trivandrum	Healthcare Services Department –IT Corporate & Registered Office, HLL Lifecare Limited, Poojappura, Thiruvananthapuram. Kerala- 695011

**ANNEXURE -C**

<b>DETAILS OF PREVIOUS ORDER FOR SIMILAR WORK EXECUTED DURING THE LAST 3 YEARS</b>				
<b>Sl. No.</b>	<b>Name of Client with full address, telephone numbers and nature of work</b>	<b>Order details such as quantity etc.</b>	<b>Value of works completed</b>	<b>Period of Completion with dates</b>

**SIGNATURE OF BIDDER**

**ANNEXURE-D**

<b><u>PRE-QUALIFICATION CRITERIA ACCEPTANCE CHECKLIST</u></b>				
(To be filled in by the bidder)				
<b>NAME OF WORK FOR WHICH TENDER SUBMITTED :</b> TENDER INVITING QUOTATIONS FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF DESKTOP COMPUTERS, PRINTERS (LASER JET & MULTI FUNCTION), BARCODE PRINTERS, BARCODE SCANNERS, SCANNERS, UPS				
<b>TENDER NO:</b> HLL/CHO/HCS/IT/2018/25.				
<b>Name &amp; address of party:</b>				
The Bidders must ensure that the following document in support of their credentials for Pre-Qualification of Bid are submitted along with their Bid, <b><u>in absence of which, the offer is liable for rejection:</u></b>				
1. EMD Instrument.				
2. Demand Draft or Bankers Cheque is acceptable as EMD instrument.				
3. Work Orders along with Schedule of Rates in support of their credentials for experience in similar nature.				
4. Completion Certificate issued by the Work Order issuing authority for Work orders mentioned at sl. No. 3 above.				
5. Copy of Permanent Account Number (PAN) Card.				
Sl. No	Pre-Qualifying Document	Details of Document Submitted by Bidder	ATTACHED	
			YES	NO
1	EMD: Rs. 20,000/-	Mention DD/BC No. :		
2	Scanned Copy of EMD Instrument submitted along with Tender	YES / NO		
3	Name of Work Orders submitted by bidder in support of their credential for experience in Similar nature of job	1		
		2		
		3		
4	Completion Certificate issued by the Work Order issuing authority for Work orders mentioned at sl. No. 3 above			

5	Name, Designation, email address and contact phone nos. of Work orders and Completion certificates issuing authority / EIC	1		
		2		
		3		
7	Permanent Account No. (PAN)	No.:		
7	The Bidder shall duly fill all the three pages (duly signed and sealed) of this <b><u>PRE-QUALIFICATION CRITERIA ACCEPTANCE CHECKLIST</u></b> and the documents shall be self-attested (all pages) and serially numbered.			
8	All the documents should be either in English or Hindi Language. In case of documents submitted in language other than English or Hindi, the same should be translated into English and notarized copy may be submitted.			

**DECLARATION:** I/We understand that the above check list has to be duly filled in all respects and all the said document submitted. I/We agree to our offer being rejected in absence of above, without any further correspondence in this regard.

**Authorized Signatory**

**Signature :**

**Name :**

**Designation:**

**Stamp:**

**ACCEPTANCE FORM**

(To be submitted in the letter pad of the firm indicating full name and address, telephone & fax numbers etc.)

**From,**

**To**

**ASSOCIATE VICE PRESIDENT**

HealthCare Service Division,  
HLL LIFECARE LIMITED (A Government of India Enterprise)  
Corporate Head Office, Poojappura.P.O,  
Thiruvananthapuram – 695012, Kerala, India  
Ph: 0471- 2354949

Dear Sir,

I / We, hereby offer to design/fabricate/supply/install/testing/commission as detailed in schedule hereto or such portion thereof as you may specify in the acceptance of Bid at the price given in the price bid and agree to hold this offer open for **three months** from the date of bid opening prescribed by the Purchaser. I/We have understood the terms and conditions mentioned in the invitation for bid and Conditions of Contract furnished by you and have thoroughly examined the specifications quoted in the bid document hereto and are fully aware of the nature of the scope of work required and my/our offer is to comply strictly in accordance with the requirement and the terms and conditions mentioned above.

The following pages have been added to and form part of this bid.

Yours faithfully,

**SIGNATURE OF THE BIDDER WITH SEAL**

**ANNEXURE- E**

**CERTIFICATE**

I / we hereby certify that the information given with this bidding document is correct. If, at any stage, it is found to be incorrect, I / we understand that the contract will be liable to be terminated and action could be taken against me/us by the Company for damages.

**SIGNATURE (S) OF BIDDER WITH SEAL**

(To be submitted in the letter pad of the firm indicating full name and address, telephone & fax numbers etc.)

**ANNEXURE – F**

**MANUFACTURER’S AUTHORIZATION FORM (MAF)**

No. \_\_\_\_\_ dated \_\_\_\_\_

To,

**The Associate Vice  
President**  
HCS Division,  
HLL Lifecare Limited, Poojappura,  
Thiruvananthapuram – 695 012.

Dear Sir,

Tender ReferenceNo. \_\_\_\_\_

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having factories at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/s. \_\_\_\_\_

(Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We confirm that our company (as a single unit, not the group) has had a turnover exceeding Rs 10 crores of last three financial years (i.e. 2013-14, 2014-15 and 2015-16). We also confirm that we made profit in \_\_\_\_\_ years in last three financial years.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm. In case of M/s. \_\_\_\_\_ is out of service due to any reason, we will make alternative arrangement for the service and maintenance of our product on same terms and condition.

Yours  
faithfully,  
(Name) for  
and on behalf  
of

M/s (Name of manufactures)

**Note:** This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

Price Schedule					Annexure –G			
Sl.NO	Description of item / work	Unit	Quantity	Basic Price per unit (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
i	Desktop Computers							
ii	Printers (Laser Jet)							
iii	Printers (Multi-Function Printer)							
iv	Barcode Printer							
v	Barcode Scanner							
vi	Scanner							
vii	UPS							

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

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

**Note: The Lowest Responsive bidder will be the evaluated based on the Total Price for serial numbers I to vii**