



Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram– 695 012
Kerala, India.
Phone: 0471 – 2354949
Website: www.lifecarehll.com

Invitation for Bids

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

Date	:	28 th May 2013
IFB No.	:	HLL/IT/WAN/2013/

The schedule of the bid is given below.

Last date and time for receipt of Bids	:	15.00 Hrs on 12.06.2013
Time and date of opening of Bids	:	15.30 Hrs on 12.06.2013

Dear Sir,

Sub: Annual Maintenance Contract for WAN related items installed at our Head Office, Factories and Regional 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 Regional Offices. 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 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 **1st July 2013 to 30th June 2014** for all the items.
4. The prices should be quoted in the format for price schedule given in **Annexure – III**.
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 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.

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 concerned persons of the unit.
- (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 5th of every month.
- (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 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.

8. The call register with full details of preventive and break down calls attended, spares replaced should be maintained at CHO.

9. The contractor should guarantee to maintain an average system uptime of 98 percent 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)

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

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.

10. For every **1%** drop in the system uptime from the guaranteed, an amount equivalent to **2%** of the amount payable as charges for CAMC will be deducted.

11. 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.

12. The bids will be evaluated by taking the total amount quoted for all the items for all the locations together.
 13. Contract will get cancelled if the service is not found satisfactory.
 14. 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.
 15. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
 16. 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 12.06.2013** 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.
17. 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).
 18. HLL reserves the right to accept/reject any or all of the bids without assigning any reason whatsoever
 19. Any bid received after the deadline will be rejected.
 20. No fax/email bids will be accepted.
 21. 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,

Sr.Manager (Hardware)

Annexure - I**LIST OF WAN ITEMS - For ANNUAL MAINTENANCE CONTRACT**

SL.NO	LOCATION	DESCRIPTION OF THE ITEM	QTY	SERIAL NUMBER
1	Corporate and Registered Office, Thiruvananthapuram (CHO)	Hardware		
		(i) CISCO 1721 Router with accessories	1	FHK0916125H
		(ii) CISCO 2811 Router with accessories	1	FHK1346F0SY
		(iii) CISCO 7902 G IP telephony instruments with accessories	15	INM09091Z9R, INM09091ZB7, INM09091ZAH, INM09091ZIS, INM09091Z5K, INM090916JH, INM090916EP, INM09091ZIT, INM094735Z0, INM094736BK, INM094736BR, INM0947365M, INM09441G2E, INM094722FZ, , INM09091Z2A,
		(iv) CISCO 7906 G IP telephony instruments with accessories	7	FCH11519QG0, FCH12488T2S, FCH12488TXT, FCH13479PRS, FCH134594TZ, FCH13479P8L, FCH14029Q37
		(v) IP telephony call manager 3.3 for MCS-78151-2000 Server	1	KP-PAT62
2	Depot at Balaramapuram	CISCO 1721 Router with accessories	1	FHK091621VK
3	Peroorkada Factory, Thiruvananthapuram - PFT	CISCO 7902 G IP telephony instruments with accessories	5	INM090916G1, INM09441G9N, INM094735XU, INM09091Z7V, INM09441GBQ
4	Akkulam Factory, Thiruvananthapuram - AFT	(i). CISCO 7902 G IP telephony instruments with accessories	4	INM09091ZG2, INM09091ZGR, INM094722GY, INM09091Z6L
		(ii) CISCO 1721 Router with accessories	1	FHK0916125E

5	Kanagala Factory, Belgaum - KFB	(i) CISCO 2811 Router with accessories	1	FHK1226F4U4
		(ii) CISCO 7902 G IP telephony instruments with accessories	5	INM090916HB, INM090916FT, INM09251M8Q, INM09474R06, INM09441FB3
6	Central Marketing Office, Chennai	(i) CISCO 1721 Router with accessories	1	FHK09161257
		(ii) CISCO 2811 Router with accessories	1	FHK1344F0PP
		(iii) CISCO 7902 G IP telephony instruments with accessories	4	INM09081XFQ, INM09474RKQ, INM0947367S, INM09473665
7	Women Health Care Division, Chennai	CISCO 1721 Router with accessories	1	FHK0916125K
8	Regional Office, Mumbai	(i) CISCO 2620 Router with accessories	1	FHK0916F2G1
		(ii) CISCO 7902 G IP telephony instruments with accessories	1	INM094735ZN
		(iii) CISCO 7906 G IP telephony instruments with accessories	1	FCH13399GZ6
9	Regional Office, Kolkata	(i) CISCO 1721 Router with accessories	1	FHK0916125B
		(ii) CISCO 7902 G IP telephony instruments with accessories	2	INM09091ZIN, INM094735YX
10	Regional Office, Noida	(i) CISCO 2811 Router with accessories	1	FHK1427F38F
		(ii) CISCO 7902 G IP telephony instruments with accessories	4	INM09091ZIJ, INM09091Z2K, INM09473661, INM1010121T,
		(iii) CISCO 7906 G IP telephony instruments with accessories	1	FCH140586NX

11	Kakkanadu Factory, CSEZ, Kochi – KFC	(I) CISCO 1841 Router with accessories	1	FHK101022VJ
		(ii) CISCO 7902 G IP telephony instruments with accessories	2	INM094722AA, INM09441FDP
12	Marketing Office, Bangalore	(i) CISCO 1841 Router with accessories	1	FHK101053BY
		(ii) CISCO 7902 G IP telephony instruments with accessories	1	INM09272JXT
		(iii) CISCO 7906 G IP telephony instruments with accessories	1	FCH1345955F
13	Manesar Factory, Gurgaon – MFG	(i) CISCO 1841 Router with accessories	1	FHK123022ZQ1
		(ii) CISCO 7902 G IP telephony instruments with accessories	1	INM09091Z5G
14	Infrastructure Development Division, Vettamukku, Thiruvananthapuram	(i) CISCO 1841 Router with accessories	1	FHK1231F1EB
		(ii) CISCO 7902 G IP telephony instruments with accessories	1	INM0947365F
15	Gajwel Factory, Medak (GFM)	(i) CISCO 1721 Router with accessories	1	FHK0916125C
16	Hindlabs, R.K. Puram	(i) CISCO 2620 Router with accessories	1	FHK0916F2GD

Annexure-II

Address of locations

SI.No	Location	Address with Phone No.
1	Corporate and Registered Office Thiruvananthapuram - CHO	HLL Lifecare Ltd, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram - 695 012 Ph : 0471 - 2354949
2	Peroorkada Factory, Thiruvananthapuram - PFT	HLL Lifecare Ltd Peroorkada Factory. Peroorkada, Thiruvananthapuram - 695 005 Ph: 0471 - 2437270
3	Akkulam Factory Thiruvananthapuram - AFT	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 - KFB	HLL Lifecare Ltd Kanagala Factory, Belgaum - 591 225 Karnataka. Ph : 08333 - 279207
6	Central Marketing Office, Chennai	HLL Lifecare Ltd, No.185, Plot No.1, 100 Ft Bypass Road, Velacherry, Chennai - 600 042 Ph : 044 - 22441727
7	Regional Office Mumbai	HLL Lifecare Limited No. 201, 2nd Floor Pujit Plaza,Plot No.67 Sector 11, CBD Belapur Navi Mumbai - 400 614. Phone:
8	Regional Office Kolkata	HLL Lifecare Ltd Suite No:901, 9 th Floor, Krishna Building, 224-A, AJC Bose Road Kolkata- 700017 Phone: 033 – 22905274/ 75
9	Regional Office Noida	HLL Lifecare Ltd No. B 14A, Sector – 62, Noida – 201301, Gautham Budh Nagar (UP), Ph:0120 -4071500 / 531
10	Kakkanad Factory, Kochi - KFC	HLL Lifecare Ltd, Plot No. 16/A/1 Cochin Special Economic Zone (CSEZ) Kakkanadu, Kochi – 682 037 Ph : 0484-2423332

11	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
12	Infrastructure Development Division, Vettamukku, Thiruvananthapuram	HLL Lifecare Ltd, Infrastructure Development Division, "Adharsh",T.C - 6/1718(1), Vettamukku,Thirumala P.O, Trivandrum -695006. Phone: 0471-2368144
13	Manesar Factory, Gurgaon - MFG	HLL Lifecare Ltd, Plot No : 71, Sector 7, IMT Mansesar, Gurgaon District,Haryana- 122050. Phone: 0124-4030949
14	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
15	Gajwel Factory Medak (GFM)	HLL Lifecare Limited Survey No. 1005A, Pidched Road, Gajwel(V&M)- 502 278, Medak District, Andhra Pradesh Ph: 08454-211422
16	Hindlabs- R K Puram	Hindlabs- HLL Lifecare Limited, CGHS Dispensary, Sector- 12, R.K. Puram, New Delhi- 110022 Phone: 011-32680959/26182875

