



HLL Lifecare Limited
(A Government of India Enterprise)
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram- 695 012 Kerala, India.
Phone: 0471 – 2354949, 2775000
CIN:U25193KL1966GOI002621
Website: www.lifecarehll.com

ANNUAL MAINTENANCE CONTRACT FOR NETWORKING (LAN)
ACTIVE COMPONENTS INSTALLED AT OUR OFFICES AND
FACTORIES IN KERALA

IFB No: HLL/CHO/IT/LAN_AMC/2019/

Date: 07.06.2019

The schedule of the bid is given below:

Last date and time for submission of Bids	:	15.00 Hrs on 24.06.2019
Time and date of opening of Bids	:	15.30 Hrs on 24.06.2019

Dear Sir,

Sub: Annual Maintenance Contract for Networking (LAN) Active Components installed at our Offices and factories in Kerala

HLL Lifecare Ltd (HLL), Thiruvananthapuram invites sealed bids from the competent and eligible bidders to for the Annual Maintenance Contract (AMC) for the Networking (LAN) active components installed at Corporate and Registered Office, Factories and Other offices in Thiruvananthapuram and Kochi. Details are enclosed as **Annexure-I**. The addresses of the locations are given in **Annexure - II**.

You are requested to submit your lowest offer for AMC our 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 LAN items. For this, the bidder may submit the documentary of evidence like work orders, certificate from the clients for the similar works done along with the bid.
2. The respective bidder should have service support centre at Thiruvananthapuram / Kochi and the details may please be furnished along with the bid.
3. 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.
4. The period of AMC is **1st July 2019 to 30th June 2020** for all the items.
5. The prices should be quoted in the format of price schedule given in **Annexure – III**.
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 basic price quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. However the tax shall be paid as per the tax structure applicable at that point of time under Income tax Act fixed by Government of India.
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 IT Department of the unit concerned.
 - (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 IT department officials of the unit concerned should be submitted by 5th of every month at CHO.
 - (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.

- (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 respective location.
 10. The prices quoted shall be valid for a period of 90 days from the date of opening of bids
 11. The bids will be evaluated by taking the total amount quoted for all the items of the units together.
 12. The Purchaser shall consider placement of work orders for AMC only on the first lowest responsive bidder.
 13. Bids should be clear in all respects and those with ambiguous and conditional clauses shall be rejected
 14. 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.
 15. 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.
 16. 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.
 17. The contractor should guarantee to maintain an average system uptime of **96 %** 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.

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

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.

18. **Penalty for Downtime** :
Down time will be calculated from the time of breakdown till the system becomes functional or standby is provided. In case the contractor fails to meet the uptime mentioned in the tender, penalty will be calculated 2% of the contract value of the respective item for each 1% drop in the assured uptime or part thereof would be imposed subject to a maximum of 5 % drop in the assured uptime. The penalty charges shall be deducted while releasing the payment for the respective quarter
19. **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 and Registered Office, Thiruvananthapuram
 - (i) Three copies of GST 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.

20. **Security Deposit** :

The successful bidder shall furnish Security Deposit equivalent to 5% of the total AMC cost in the form of Performance Bank guarantee (PBG), issued by a Nationalized/Scheduled Bank valid up to entire AMC period. Security Deposit shall be submitted within 7 days of the award of the Work Order. The PBG shall be released after successful completion of AMC.

21. **Termination of Contract** :

If the purchaser is not satisfied with the performance of the contract during AMC, the contract will be terminated during its currency after giving 1(One) month prior notice to the contractor. The payment towards the AMC shall be paid on pro rata basis till the date of termination of AMC services after realizing the penalty if any as per the terms and conditions. The security deposit will also be revoked as per the discretion of the purchaser.

- 22. 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.
- 23. The bids should be submitted at the following address.

**Vice President (IT)
HLL Lifecare Limited
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram – 695 012,
Phone: 0471- 2354949,2775000.**

Bids should be submitted on or before **15:00 Hrs on 24.06.2019** 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.

- 24. HLL reserves the right to accept/reject any or all of the bids without assigning any reason whatsoever.
- 25. No hard copy/fax/email bids will be accepted.
- 26. 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
- 27. Any bid received after the deadline for submission of bids will be rejected.
- 28. HLL shall not be liable for the delay in submission of bid due to any reason including postal delay
- 29. 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,

Deputy General Manager (Hardware)

List of Networking Items
Corporate Head Office,Poojappura,Thiruvananthapuram – CHO

Sl. No.	Item Description	Quantity in Nos.
1	Cisco Catalyst 3560G 24 Port Switch with Accessories	1
2	Cisco Catalyst 3560X 24 Port Switch with Accessories	1
3	Cisco Catalyst 2960S 48 Port Switch with Accessories	1
4	Cisco Catalyst 2960G 48 Port Switch with Accessories	1
5	Cisco Catalyst 2960S 24 Port Switch with Accessories	1
6	Cisco SG300-28 28 Port Switch with Accessories	1
7	Cisco SG300-52 52 Port Switch with Accessories	2
8	Cisco ESW-520 24 Port Switch with Accessories	3
9	Cisco ESW-540 24 Port Switch with Accessories	3
10	Cisco CE500 24 Port Switch with Accessories	10
11	Cisco CE 500 24 TT Switch with Accessories	2
12	3Com 4200 Series 24 Port Switch with Accessories	1
13	D-Link DES-1210-52 Web Smart Switch with accessories	1
14	D-Link DI-304 ISDN Router with inbuilt 4 Port Switch	1
15	D-Link /Linksys/Compex 24 port Switch	4
16	D-Link 16 port Unmanageable Switch	3
17	D-Link / Digisol /Zyxel 8 Port Unmanageable Switch	10
18	Juniper EX3300 24 Port PoE Switch with FC Module	8
19	Juniper EX3300 24 Port Switch with FC Module and DAC cable	6
20	Juniper EX3300 48 Port Switch with FC Module and DAC cable	6
21	Digisol 4 port KVM Switch with accessories	2
22	Cisco AIR-CT2504-25-K9 Wireless Controller and accessories	1
23	Cisco AIR CAP1602E-N-K9 Wireless Access Point with accessories	10
24	Cisco AIR CAP2602E-N-K9 Wireless Access Points with accessories	8
	Total	87

Peroorkada Factory, Thiruvananthapuram (PFT)

Sl.No	Item Description	Quantity in Nos.
1	CISCO 2950 series 24 port Switch with accessories	2
2	CISCO Catalyst 2960 series 24 port Switch with accessories	4
3	CISCO ESW-540-24-K9- series 24 port Switch with accessories	4
4	CISCO ESW-520-24-K9- series 24 port Switch with accessories	5
5	CISCO SG 300- series 28 port Switch with accessories	6
6	D-Link DES 1024 R/ D 24 port Switch with accessories	2
7	D-Link DES 1024 C 24 port Switch with accessories	1
8	Compex 16 port Switch with accessories	1
9	Compex/Netgear/D Link/ Dintek/LinkSys 8 port Switch with accessories	6
10	Linksys SR 224 G 24 Port Giga Switch with accessories	2
11	Linksys WAP 54G wireless access point with accessories	2
12	Linksys E 900 wireless access point with accessories	1
13	D Link DAP 1360 wireless access point with accessories	1
14	D Link DWR 116 wireless access point with accessories	1
15	Linksys WAP 300 N wireless access point with accessories	1
16	D-Link Wireless Access Point DWL-2100AP with accessories	1
17	Transceivers (10/100)	2
18	Digisol / D Link Print Server with accessories	1
19	Juniper EX 3300 24 Port Switch with accessories	2
TOTAL		45

Balaramapuram Packing Unit

Sl. No	Item Description.	Quantity in Nos.
1	CISCO Catalyst Express 500 series Switch with accessories.	1
2	CISCO SG 300- series 28 port Switch with accessories	2
TOTAL		3

Akkulam Factory, Thiruvananthapuram (AFT)

Sl.No	Item Description	Quantity in Nos.
1	CISCO CE 500 24 LC 24-port Switch with accessories	3
2	CISCO 2960 24 port TC-L Switch with accessories	2
3	3 COM Super stack 24 port Switch with accessories	1
4	3 COM 4200 Switch with accessories.	1
5	3 COM Baseline 10/100 24 port Switch with accessories.	1
6	TYCO-AMP- 24 Port full 10/100 Switch with accessories.	2
7	CISCO CE 500 24 LC 24-port switch with accessories	1
8	Compex 24 port Switch	2
9	Linksys SR224 24 port switch	1
10	Transceivers (10/100)	1
12	8 port CISCO Switch (10/100)	4
13	Cisco SG-300 24 port Managed Switch with accessories	1
14	Cisco Linksys WAP610N Wireless Access Point with accessories	2
15	Cisco ESW 540 24 Port Switch with accessories	2
16	Juniper EX 3300 24 Port Switch with accessories	2
TOTAL		26

CRDC, Akkulam, Thiruvananthapuram

SI.No	Item Description	Quantity in Nos.
1	CISCO Catalyst 3560 (WS-C3560G 24TS-S)24 Switch with accessories	1
2	Cisco Catalyst 2960 (WS-C2960G-24TC-L) Switch with accessories	4
3	Cisco SGE 2000 10/100/1000 24 port Switch with accessories	4
4	Cisco SRW 2014 24 – Port 10/100/1000 Gigabit Switch	1
		10

Kakkanadu Factory, CSEZ, Kochi. (KFC)

SI.No	Item Description	Quantity in Nos.
1	Netgear 16 Port switch with accessories	1
2	CISCO 2960 24 port 10/100/100 Switch with accessories	1
3	Dlink 8 Port with accessories	1
4	Dlink 16 Port Switch with accessories	1
5	Belkin Wireless Access Point with accessories	2
6	Linksys Wireless Access Point with accessories	1
7	3 COM 24 Port Switch with accessories	1
8	Juniper EX 3300 24 Port Switch with accessories	3
	TOTAL	11

Irapuram Factory, Kochi (IFC)

Sl. No	Item Description.	Quantity in Nos.
1	CISCO Catalyst 2960S 24 GigE Switch with accessories	1
2	CISCO SG300-28 28-port Gigabit Managed Switch with accessoires	3
3	LINKSYS LAP N60 Wireless Access Points with accessories	3
TOTAL		7

Note: Accessories of the Switch include OFC Module, Cooling Fans, SMPS and Power adapter etc

ADDRESS OF LOCATIONS

- CHO - HLL Lifecare Ltd,**
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram – 695012
Ph: 0471 – 2354949.
- PFT - HLL Lifecare Ltd,**
Peroorkada Factory,
Peroorkada,
Thiruvananthapuram –695005
Ph: 0471 - 2438729
- AFT - HLL Lifecare Ltd,**
Akkulam Factory,
Sreekaryam P.O.,
Thiruvananthapuram –695017
Ph: 0471 - 2442692
- KFC - HLL Lifecare Limited,**
Plot: 16/A/1,
Cochin Special Economic Zone (CSEZ),
Kakkanadu, Kochi – 682 037
Ph: 0484-2413332, 2413293
- IFC - HLL Lifecare Limited**
Plot No.1, Rubber Park,
Irapuram,
Kunnathunada,
Ernakulam – 683541
Phone : 0484-2597200
- CRDC - HLL Lifecare Limited,**
Corporate R&D Centre
Sreekaryam P.O
Thiruvananthapuram - 695017
Phone:0471-2774700
- Balaramapuram**
HLL Lifecare Ltd,
Ward No: XVIII, Building No: 849,
Trivandrum Spinning Mill Premises
Balaramapuram P.O,
Thiruvananthapuram

