



**HLL Lifecare Limited**  
(A Government of India Enterprise)

**(A Government of India Enterprise)**

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

Phone: 0471 – 2354949,2775500

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

**Invitation for Bids**

**ESTABLISHMENT OF DEDICATED INTERNET LEASED LINE (ILL)  
CONNECTIVITY**

Date	:	26 <sup>th</sup> October 2023
IFB No.	:	HLL/CHO/IT/Internet/2023

**The schedule of the bid is given below.**

<b>Last date and time for receipt of bids</b>	<b>: 11.00 Hrs on 04.11.2023</b>
<b>Time and date of opening of bids</b>	<b>: 11.30 Hrs on 04.11.2023</b>

Dear Sir,

**Sub: Establishment of Dedicated Internet Leased Line (ILL) Connectivity**

HLL Lifecare Ltd (HLL), Thiruvananthapuram now invites sealed competitive bids from eligible bidders for the **Establishment of Dedicated Internet Leased Line (ILL) Connectivity** at our Corporate & Registered Office and Factories at Thiruvananthapuram. The proposed connectivity aims to enable our end users at various locations to access the SAP Application from a Cloud Infrastructure. The Technical Specifications and address of locations are given in **Annexure- I**.

**Terms and Conditions**

1. The bidder should be an Indian Company registered under The Indian Companies Act, 2013 and the bidder may attach the documentary proof for the same.
2. The bidder should be a **Tier 1 & Class A** Internet Service Provider (ISP) and documentary evidence for the same should be attached along with the bid.
3. The bidder should have executed at least five similar installations and the documentary evidences (Copies of Purchase/Work Order) for the same has to be attached with the bid.
4. The supplier should have the service support center at Thiruvananthapuram and the details for the same may please be furnished in the bid.
5. 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.
6. The prices should be quoted as per the format for price schedule enclosed as **Annexure-II**.
7. The bidder should provide 24x7 customer support and all service calls should be addressed within 2 Hours of intimation.
8. The escalation matrix and SPOC (Single Point of Contact) details shall be furnished in the bid.
9. The uptime of the connectivity should be a minimum of **99.5 %** on monthly basis. Uptime is measured as Total Uptime Hours/Total Hours in a month. In case the Service Provider fails to achieve the uptime, for every **0.1 %** drop from the guaranteed uptime, **1 %** of the quarterly advance payment will be deducted as penalty from the next payment.

10. A Service Level agreement (SLA) based on "Quality of Service" and Uptime of the Connectivity shall be signed by HLL and the successful bidder within 15 days from the date of acceptance of the Purchase Order.
11. HLL reserves the right to terminate the services at any time by giving one (1) month advance notice period, if the service is not provided as per the SLA and the performance is not found satisfactory.
12. The medium of dedicated ILL connectivity should be through Optical Fiber Cable (OFC) connectivity only. No other mode of connectivity will be accepted.
13. The bidders are requested to mention the annual charges for the internet and all other charges like price of CPE, installation charges, one time charges etc. should be mentioned separately.
14. The bids will be evaluated by taking the total quoted amount for all the locations together only.
15. The supply order shall be placed on the lowest responsive bidder.
16. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
17. The bids should contain the complete technical specifications supported with illustrative literatures/catalogues if required.
18. Internet connection should be provided within **2 weeks** at respective locations from the date of placement of order.
19. Penalty at 0.50 % of the total Purchase Order value for each week of delay or part thereof subject to a maximum of 5 % is applicable for delayed delivery.
20. Bids should be clear in all respects and those with ambiguous & conditional clauses and partial items shall be summarily rejected.
21. Payment will be released in advance for each quarter from the respective locations. For claiming the payment, the following documents have to be submitted.
  - a. Three copies of Invoice with GST of the respective location.
  - b. Installation/ Service report (along with first invoice)
  - c. Uptime efficiency Report duly signed by the concerned person of HLL and representatives of the supplier.
22. The bids should be submitted to the following address.

**Associate Vice President (IT),  
HLL Lifecare Ltd,  
HLL Bhavan, Poojappura,  
Thiruvananthapuram -695012  
Kerala  
Ph: 0471-2354949, 2775000**

23. Bids should be submitted latest by before **11:00 Hrs on 04.11.2023** and the same **will be opened at 11:30 Hrs on the same day** at Corporate Head Office, Poojappura, Thiruvananthapuram in the presence of the representatives of the bidders, who choose 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. 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.
25. 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.
26. 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.
27. 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 by letter or e-Mail.
28. Any bid received after the deadline for submission of bids will be rejected.
29. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
30. The envelopes containing the bid shall bear the words "DO NOT OPEN BEFORE ....." (Here insert the time and date of bid opening).
31. HLL shall not be liable for the delay in submission of bids after the due date specified above due to any reason including postal delay.
32. 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.
33. No Email or fax bids will be accepted.
34. All questions, disputes or difference arising under, out of or in connection with contracts shall be subject to the exclusive jurisdiction of the Courts at Thiruvananthapuram, Kerala, India only.

Thanking you,  
Yours faithfully,

**P. Sivakumar**  
**Deputy Vice President (IT)**

**Annexure – I**

<b>Sl. No</b>	<b>Description of the connectivity</b>	<b>Address of Location</b>
<b>1</b>	50 Mbps (1:1) Internet Leased Line (ILL) Connection with minimum 8 Nos of Static IPs.	HLL Lifecare Limited, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram - 695012 Phone: 0471-2354949, 2775000
<b>2</b>	40 Mbps (1:1) Internet Leased Line (ILL) Connection with minimum 8 Nos of Static IPs.	HLL Lifecare Limited, Peroorkada Factory, Peroorkada, Thiruvananthapuram – 695005 Phone: 0471-2437270
<b>3</b>	30 Mbps (1:1) Internet Leased Line (ILL) Connection with minimum 8 Nos of Static IPs.	HLL Lifecare Limited, Akkulam Factory, Sreekaryam.P.O, Thiruvananthapuram – 695 017 Phone: 0471 - 2442692

Price Schedule							Annexure – II			
Sl.NO	Description of item / work	Unit	Quantity	Basic Price (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		

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

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