



Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram– 695 012
Kerala, India.
Phone: 0471 – 2354949,2775000
Website: www.lifecarehll.com

Invitation for Bids

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

Date	:	6 th June 2022
IFB No.	:	HLL/IT/AMC/WAN/2022/4129

The schedule of the bid is given below.

Last date and time for receipt of Bids	:	15.00 Hrs on 21.06.2022
Time and date of opening of Bids	:	15.30 Hrs on 21.06.2022

Dear Sir,

Sub: Annual Maintenance Contract for WAN related items installed at our Head Office, Factories and Other 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 item installed at our Head Office, Factories and other Offices across India. The details of Item 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 (Three) years' experience in supply, installation and maintenance of WAN items.
2. The bidder should have service support centres/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 2022 to 30th June 2023** for all the items.
4. The prices should be quoted in the format for price schedule given in **Annexure – III**.
5. 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 service tax shall be paid as per the tax structure applicable at that point of time under Income tax Act fixed by Government of India.
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 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.
 - e. Copies of documents for PAN,GST etc.

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 concerned persons of the location.
 - (ii) Breakdown calls should be attended within 2 to 4 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. All replaced items should be of the same make of the faulty items and the quality of the replaced item is subjected to the inspection by the Purchaser.
 - (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.
9. The call register with full details of preventive and break down calls attended, spares replaced should be maintained at Corporate Head Office (CHO), Thiruvananthapuram.
10. The contractor should guarantee to maintain an average system uptime of **98%** 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.

11. For every 1% drop in the system uptime for each equipment from the guaranteed 98%, an amount equivalent to 3% of the amount payable as charges for AMC for those equipments will be deducted.

12. **Payment Terms:** Payment will be released from the respective locations in four equal instalments 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 with corresponding GST Number
 - (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.
13. The bids will be evaluated by taking the total amount quoted for all the items for all the locations together.
14. The Purchaser shall consider placement of work orders for AMC only on the first lowest responsive bidder who is technically and commercially qualified.
15. **Security Deposit** : The successful bidder shall furnish Security Deposit equivalent to 3% 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.
16. **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.
17. 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.
18. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
19. Bids should be clear in all respects and those with ambiguous and conditional clauses shall be rejected
20. 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.
21. 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.

22. 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.

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

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

Bids should be submitted on or before **15:00 Hrs on 21.06.2022** 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. 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).

25. The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

26. 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.

27. No fax/email bids will be accepted.

28. 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.

29. RESOLUTION OF DISPUTE

a) The purchaser and the contractor 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.

Thanking you,

Yours faithfully,

Deputy Vice President (IT)

Annexure – I

SL.NO	LOCATION	DESCRIPTION OF THE ITEM	QTY	SERIAL NUMBER
1	Corporate Head Office, Poojappura, Thiruvananthapuram (HLLCHO)	(i) CISCO 2911 Router with WAN interface cards and accessories	2	FHK1445F3C7 & FGL154215AX
		(ii) CISCO 2811 Router with accessories	1	FHK1346F0SY
		(iii) CISCO 2620 Router with accessories	1	FHK0916F2GD
		(iv) CISCO 1841 Router with accessories	1	FHK123022ZQ
2	Peroorkada Factory, Thiruvananthapuram (HLLPFT)	(i) Cisco 2911 Router with WAN interface cards and accessories	1	FGL1540102D
3	Akkulam Factory, Thiruvananthapuram – (HLLAFT)	(i) Cisco Router 2811 with WAN interface cards and accessories	1	FGL152511Y9
		(ii) CISCO1721 Router with accessories	1	FHK0916125E
4	Kakkanadu Factory, CSEZ, Kochi (HLLKFC)	(i) CISCO 1841 Router with accessories	1	FHK101022VJ
5	Irapuram Factory ,Kochi (HLLIFC)	(i) CISCO 1941 Router with accessories	1	FGL174110VK
6	Depot at Balaramapuram, Thiruvananthapuram	CISCO 2600 Router with accessories	1	JAEO74508Q1
7	Kanagala Factory, Belgaum (HLLKFB)	(i) CISCO 2811 Router with accessories	1	FHK1226F4U4
		(ii) CISCO Router 2911 with accessories	1	FGL1540102H
8	HLL Infra Tech Services Limited (HITES), Noida	CISCO 2811 Router with accessories	1	FHK1427F38F

Annexure-II

Address of locations

Sl.No	Location	Address with Phone No.
1	Corporate Head Office Thiruvananthapuram - HLLCHO	HLL Lifecare Ltd, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram - 695 012 Phone : 0471 – 2354949,2775000
2	Peroorkada Factory, Thiruvananthapuram - HLLPFT	HLL Lifecare Ltd Peroorkada Factory. Peroorkada, Thiruvananthapuram - 695 005 Ph: 0471 – 2437270
3	Akkulam Factory Thiruvananthapuram - HLLAFT	HLL Lifecare Ltd Akkulam Factory, Sreekaryam P.O. Thiruvananthapuram - 695 017 Phone: 0471- 2441384.
4	Depot at Balaramapuram	HLL Lifecare Ltd, Ward No: XVIII, Building No: 849, Trivandrum Spinning Mill Premises Balaramapuram P.O, Thiruvananthapuram Phone: 0471 – 2405434
5	Kanagala Factory, Belgaum - HLLKFB	HLL Lifecare Ltd Kanagala Factory, Belgaum - 591 225 Karnataka. Phone : 08333 – 279207
6	Kakkanad Factory, Kochi - HLLKFC	HLL Lifecare Ltd, Plot No. 16/A/1 Cochin Special Economic Zone (CSEZ) Kakkanadu, Kochi – 682 037 Phone : 0484-2423332
7	Irapuram Factory, Kochi - HLLIFC	HLL Lifecare Limited Plot No.1,Rubber Park, Irapuram, Kunnathunada, Ernakulam – 683541 Phone : 0484-2597200
8	HITES - Noida	HITES – HLL Infratech services Limited, (Subsidiary of HLL Lifecare Ltd) No. B 14A, Sector – 62, Noida – 201301, Gautham Budh Nagar (UP), Ph:0120 -4071500 / 531

