HLL Lifecare Limited

(A Government of India Enterprise)

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 NETWORKING ACTIVE COMPONENTS INSTALLED AT OUR OFFICES AND FACTORIES IN KERALA

Date	:	5th June 2013
IFB No.	:	HLL/CHO/IT/LAN/2013/

The schedule of the bid is given below.

Last date and time for receipt of bids	**: 15.00 Hrs on 20.06.2013**
Time and date of opening of bids	**: 15.30 Hrs on 20.06.2013**

Dear Sir,

Sub: ***Annual Maintenance Contract for Networking 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 enter into the Annual Maintenance Contract (AMC) for the Networking 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 based on the following terms & conditions.

Terms & Conditions

1. The respective bidder should have minimum 3 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 period of AMC is **1st July 2013 to 30th June 2014** for all the items.
4. The prices should be quoted in the format of 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 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.

8. The call register with full details of preventive and break down calls attended, spares replaced should be maintained at CHO, PFT and AFT. Such details for ID, KFC and R&D Offices have to be entered in the CHO register.

9. 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.

10. For every 1% drop in the system uptime from the guaranteed 98 % 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 and Registered Office, 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 of the units together.

13. Contract will get cancelled if the service is found not 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 bids should be submitted at the following address.

     AVP (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 20.06.2013** and the same will **be opened at 15.30 Hrs on the same day** at Corporate Head Office, Poojappura, 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.

16. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
17. 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.
18. The envelopes containing the bid shall bear the Bid No. (Here insert the details given under reference) and the words "DO NOT OPEN BEFORE …….. " (Here insert the time and date of bid opening).
19. HLL reserves the right to accept/reject any or all of the bids without assigning any reason whatsoever.
20. No fax/email bids will be accepted.
21. Any bid received after the deadline for submission of bids will be rejected.
22. HLL shall not be liable for the delay in submission of bid due to any reason including postal delay

Thanking you,

Yours faithfully,

P. Sivakumar
SM(Hardware)

Corporate and Registered Office, Thiruvananthapuram (CHO)

Sl.No	Item Description	Qty
1	3 Com 4300 48 port Switch with accessories	2
2	D-Link DES-1210-28 Web Smart Switch	1
3	Cisco 3560G Switch with accessories	1
4	Cisco CE 500 Switch with accessories	11
5	Cisco Small Business Pro (ESW-520-24P) switch with accessories	3
6	Cisco WAP2000 Wireless Access Point	8
7	3 Com Baseline 10/100 24 port Switch (3C16471)	1
8	3 Com 4200 Series 24 port Switch with accessories	1
9	D-Link DES-1024R 10/100 24 port Fast Ethernet Switch	1
10	Compex SRX 1224 24 port Switch	1
11	Dax DX-5016PS 16 port 10/100M Ethernet Switch	1
12	Lanner KVM Switch with 8 sets of KVM cable to share 8 servers	1
13	Linksys SR224 24 port switch	1
14	D link DI – 304 ISDN Router with built-in switch (4 ports)	2
15	Linksys WET54G – 54 Mbps IEEE 802.11g wireless bridge	2
16	Dax Dx – 5016G 16 port 10/100/1000 Base T Switch	1
17	D-Link 8 Port switch	2
18	Dax DX-5026WG 24-Port 10/100 + 2 Giga Combo SFP/UTP Web Smart Ethernet Switch	1
19	Dax 5026 MGV 24 port (10/100) Switch with accessories	1
20	Netgear WUG 602 – Wireless access point, throughput: 54 Mbps	2
21	D-Link DES-1024R 10/100 24 port Fast Ethernet Switch	1
	TOTAL	**45**

Note: Accessories of the switch include OFC Module/ Copper Module/ Cooling Fans/ SMPS etc.

Infrastructure Development Division, Thiruvananthapuram (ID)

Sl.No	Item Description	Qty
1	Dax 5026 MGV 24 port(10/100) manageable switch with accessories	1
2	Netgear WUG 602 – Wireless access point throughput: 54 Mbps	4
3	Cisco CE 500 24 TT Switch.	2
	TOTAL	**7**

Kakkanadu Factory, CSEZ, Kochi. (KFC)

Sl.No	Item Description	Qty
1	Netgear 24 port 10/100Mbps Switch	1
2	Cisco 2960 24 Port 10/100/100 Switch with accessories	1
3	D-Link 8 Port Switch	1
	TOTAL	**3**

Note: Accessories of the switch include OFC Module/ Copper module/ Cooling Fans/ SMPS etc.

Akkulam Factory, Thiruvananthapuram (AFT)

Sl.No	Item Description	Qty
1	CISCO CE 500 24 LC 24-port Switch with accessories	2
2	CISCO 2960 24 port TC-L Switch with accessories	2
3	3COM Super stack 24 port Switch with accessories	1
4	3COM 4200 Switch with accessories.	1
5	3COM 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	1
8	Compex 24 Port Switch	2
9	Linksys SR224 24 port switch	1
10	Transceivers (10/100)	1
11	8 port CISCO Switch (10/100)	2
TOTAL		**16**

Note: Accessories of the switch include OFC Module, Cooling Fans, SMPS etc.

Peroorkada Factory, Thiruvananthapuram (PFT)-2013-14

Sl.No	Item Description	Qty
1	CISCO 2950 series 24 port Switch with accessories	2
2	D-Link DES 1024 R 24 port Switch	2
3	D-Link DES 1024 D 24 port Switch	1
4	Compex 24 port Switch	2
5	Linksys SR 224 G 24 Port Giga Switch with accessories	2
6	D-Link DES 1016 D 16 port Switch	1
7	Linksys SD 2008 8 port Switch	1
8	Linksys WAP 54G wireless access points	3
9	Transceivers (10/100)	4
10	D-Link 10/100 8 Port Switch	4
11	D-Link Wireless Access Point DWL-2100AP	2
12	Linksys wireless LAN card	1
13	D Link wireless LAN card DWL-G510	1
14	Gigabit SX Mini-GBIC SFP Transceiver (MGBSX1)	4
TOTAL		**30**

Note: Accessories of the switch include OFC Module, Cooling Fans, and SMPS etc.

<u>ADDRESS OF LOCATIONS</u>

CHO - HLL Lifecare Ltd,
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram – 695012
Ph: 0471 – 2354949.

AFT - HLL Lifecare Ltd,
Akkulam Factory,
Sreekaryam P.O.,
Thiruvananthapuram –695017
Ph: 0471 - 2442692

PFT - HLL Lifecare Ltd,
Peroorkada Factory,
Peroorkada,
Thiruvananthapuram –695005
Ph: 0471 - 2438729

IDD(S)- HLL Lifecare Limited,
Infrastructure Division,
"Adharsh",T.C - 6/1718(1),
Vettamukku, Thirumala P.O,
Thiruvananthapuram -695006
Ph: 0471- 2368144

KFC - HLL Lifecare Limited,
Plot: 16/A/1,
Cochin Special Econamic Zone (CSEZ),
Kakkanadu, Kochi – 682 037
Ph: 0484-2413332, 2413293

PRICE SCHEDULE

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. ………………………………………………………………………………..