HLL/HCS/CHO/Internet/2015/01 Dated 05th December 2015

HLL Lifecare Ltd (HLL), Thiruvananthapuram now invites sealed competitive bids from eligible bidders for the provision of 4 Mbps (1:1) Leased Line Internet Connection at our Corporate and Registered Office, Thiruvananthapuram for setting up the Tele radiology reporting services. The technical specifications are given in **Annexure** **–** **I**.

The terms and conditions of the bid are given below;

1. The bidder should be a Registered Company in India under the Companies Act, 1956.
2. The bidder should be a Class A or Class B Internet Service Provider for the internet and the bidder can attach the documentary proof for the same.
3. The bidder should have executed at least 3 similar installations in Kerala and the documentary evidences for the same have to be attached.
4. The supplier should have the service support centre at Thiruvananthapuram and the details for the same may please be furnished in the bid.
5. The Bidder should provide 24\*7 customer support.
6. The uptime of the connectivity should be a minimum of 99.5 %.
7. A Service Level agreement (SLA) shall be signed by HLL and the successful bidder for a period of one year from the date of installation.
8. HLL reserves the right to cancel the services at any time by giving 1 month advance notice period, if the service is not provided as per the SLA.
9. The connectivity should be provided through OFC.
10. The bidders are requested to mention the annual charges for the internet and all other charges like price of CPE and installation charges should be mentioned separately. However the bids will be evaluated by taking the total quoted amount.
11. The prices should be quoted as per the format for price schedule enclosed as Annexure – II.
12. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
13. The bids should contain the complete technical specifications of the equipment supported with illustrative literatures/catalogues.
14. Internet connection should be provided within **2 weeks** from the date of placement of order.
15. Penalty @ 0.50 % per week’s delay subject to a maximum of 5 % of total order value is applicable for delay in providing Internet.

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1. Bids should be clear in all respects and those with ambiguous clauses shall be summarily rejected.
2. The supply order shall be placed on the lowest responsive bidder.
3. Payment will be released in advance for each quarter. For claiming the payment, the following documents have to be submitted.
   1. Three copies of Invoice.
   2. Installation/ Service report duly signed by the concerned person of HLL and representatives of the supplier.
4. The bids should be submitted to the following address.

**AVP(HCS),**

**HLL Lifecare Ltd,**

**HLL Bhavan, Poojappura,**

**Thiruvananthapuram -695012**

**Ph: 0471-2354949**

1. Bids should be submitted latest by before **15:00 Hrs on 22.12.2015** 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 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.
2. Bidders are requested to contact the undersigned for further information, if any.
3. All the service calls should be attended within 1 – 2 hours of intimation.
4. Any bid received after the deadline for submission of bids will be rejected.
5. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
6. The envelopes containing the bid shall bear the words “DO NOT OPEN BEFORE 15:30 Hrs, 22.12.2015”.
7. 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.
8. No Email or fax bids will be accepted.
9. Any dispute arising out of the tender/bid document/ evaluation of bids/issue of Purchase /Work order shall be subject to the jurisdiction of the competent court at Thiruvananthapuram only.
10. 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 /Work order is placed.
11. Existing service provider for Teleradiology of HCS,HLL Lifecare limited at Trivandrum need not apply.

Thanking you,

Yours faithfully,

**AVP (HCS)**

**Annexure – I**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.** | **Description of Product** | **Location** |  |
| **No.** |  |
|  |  |  |
|  | 4 Mbps (1:1) Leased Line | **HLL Lifecare Ltd**, |  |
|  | Internet Connection with a |  |
|  | Corporate and Registered Office, |  |
| **1** | minimum 8 Nos of Static IPs. |  |
| HLL Bhavan, Poojappura P.O, |  |
|  | ( All other charges should be |  |
|  | **Thiruvananthapuram- 695012.** |  |
|  | mentioned separately) |  |
|  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 :………………………………………………………………………………………

Total Price in Words : …………………………………………………………………………………….

Seal & Signature

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