

TENDER ENQUIRY DOCUMENT

For inviting competitive bids from eligible bidders for the provision of 4 Mbps (1:1) Leased Line Internet Connection at Corporate and Registered Office, Thiruvananthapuram for setting up the Teleradiology reporting services.

HLL/HCS/CHO/INTERNET/2015/01 DT:05/12/2015



HLL LIFECARE LIMITED

(A GOVT. OF INDIA ENTERPRISE)

HEALTHCARE SERVICE DIVISION

CORPORATE HEAD OFFICE

HLL BHAVAN, POOJAPPURA,

THIRUVANANTHAPURAM - 695 012

0471-2354949

CONTENTS

SL No.	ITEM	Page No.
1	Notice Inviting Tender	3
2	General Terms and Conditions	4
3	Submission of Bids	5
4	Annexure-1	7
5	Annexure-2	8

NOTICE INVITING TENDER

TENDER FOR 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 TELERADIOLOGY REPORTING SERVICES

TENDER DOCUMENT No: HLL/HCS/CHO/INTERNET/2015/01 DT:05/12/2015

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 Teleradiology reporting services.

- Publishing date of bid** : **5th December 2015**
- Last date of submission of bid** : **22nd December 2015 at 15.00 Hours.**
- Address for submission of bid** : **Associate Vice President,
Healthcare Service Division
HLL Lifecare Limited
Corporate Head Office
HLL Bhavan, Poojappura,
Thiruvananthapuram - 695 012**
- Opening of Technical Bid** : **22nd December 2015 at 15.30 Hours**
- Opening of Financial Bid** : **22nd December 2015 at 16:30 Hours**
- Venue of opening Bids** : **HLL Lifecare Limited
Corporate Head Office
HLL Bhavan, Poojappura,
Thiruvananthapuram - 695 012**

Interested applicants can participate in the bid.

For any clarifications on the tender document, the prospective bidders can Contact Mobile No: +91 9400027932 / +91 9400027963 on any working days during office hours from the date and time of publishing the tender to the last date and time of submission of tender documents or e-mail: hindlabs@lifecarehll.com; hcsit@lifecarehll.com

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

**Associate Vice President,
Healthcare Service Division
HLL Lifecare Limited
Corporate Head Office
HLL Bhavan, Poojappura,
Thiruvananthapuram - 695 012**
20. 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.
21. Bidders are requested to contact the undersigned for further information, if any.

22. All the service calls should be attended within 1 – 2 hours of intimation.
23. Any bid received after the deadline for submission of bids will be rejected.
24. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
25. The envelopes containing the bid shall bear the words “**DO NOT OPEN BEFORE 15:30 Hrs, 22.12.2015**”.
26. 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.
27. No Email or fax bids will be accepted.

**Associate Vice President,
Healthcare Service Division**

Annexure – I

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

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