

Kakkanad Factory, Cochin
Plot No.16-A/1 CSEZ, Kakkanad P. O. Ernakulam – 682 037,
Kerala, India. Ph: +91 484 2413999

Website: www.lifecarehll.com

Tender No: HLL/KFC/PUR/ IP-PBX/2025-2026

Date: 05.08.2025

SUPPLY, INSTALLATION AND COMMISSIONING OF IP-PBX SYSTEM

**AT
HLL LIFECARE LIMITED,
KAKKANAD, COCHIN**

Kakkanad Factory, Cochin
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INVITATION FOR BIDS
PART I

HLL/KFC/ PUR/IP-PBX/2025-26/

Date: 05.08.2025

HLL Lifecare Limited (HLL), a Government of India Enterprise invites sealed and super scribed bids under limited tender from eligible bidder for supply, installation and commissioning of IP-PBX system at HLL Kakkanad Factory, Kochi, Kerala.

| SL. No. | Name of the Item | Tender No: | Last Date & Time of Submission of Bids | Date& Time of Opening of bids |
|---------|---|-------------------------------------|---|--|
| 1. | Supply, Installation and Commissioning of IP-PBX system. Specification: Refer Schedule III for detailed Specification | HLL/KFC/ PUR/IP-PBX/ 2025-26/ | 25.08.2025 3 PM (15:00 Hrs.) | 25.08.2025 3.30 PM (15:30 Hrs.) |

2. The bid documents will be available up to 15.00 Hrs. on the previous working day of the opening of the bids at the following address, during office hours:

DEPUTY GENERAL MANAGER (P&S)
HLL LIFECARE LIMITED
KAKKANAD FACTORY, PLOT NO.16-A/1,
CEPZ PO, COCHIN, -682037,
KERALA, INDIA.
PH: +91 484 2413999, + 91 484 2414202 (direct line)

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3. **The tender documents can be downloaded from our Website: www.lifecarehll.com** from the date of issue of tender document. Tender forms shall be filled in ink or typed. No tender filled in pencil be considered. The tenderer shall sign and seal the form at each page and at the end, in token of acceptance of all the terms and conditions of the tender. Any subsequent changes/amendments will be published only in our website. The bidders downloading the tender documents from our website are required to enclose Demand Draft or TT /RTGS for Rs.560/- drawn in favor of HLL Lifecare Ltd., payable at Kochi towards the cost of tender documents, along with the Bid.
4. The scheduled date for issue, receipt and opening of bids is as follows.

| | |
|---|-------------------------------|
| Last date & time of submission of Tender | : 25.08.2025 3 PM |
| Date of opening of tender | : 25.08.2025 3.30 PM |
| Tender fee | : Rs.560/- |
| EMD | : Rs. 2,000/- |
| HLL Bank Details | : State Bank of India |
| | A/c no. 10295187178 |
| | IFSC Code. SBIN0009485 |
| | Branch: CEPZ Kakkanad |
5. SSI/MSE units interested in availing exemption from payment of tender fee & EMD should submit a valid copy of their Udyog Aadhar registration certificate. The Tenders not accompanied by EMD / Tender fees or a copy of Udyog Aadhar will be summarily rejected. The terms and conditions, format for quoting rates etc., are given in the tender document. The completed and sealed bid documents should be submitted to the above address on or before 25.08.2025, 3 PM.
6. Bids will be opened in the presence of Bidders representative(s) who choose to attend on the specified date and time, at the office of HLL at the address given in Clause 2 above.
7. In the event of the date specified for bid receipt and opening being declared as a closed holiday for the above purchaser's office, the due date for submission of bids and opening of bids will be the following working day at the appointed times.

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8. HLL may, at its discretion, extend this deadline for submission of bids by amending the Bid Documents or any other reasons, in which case all rights and obligations of HLL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
9. HLL will not be held responsible for the postal delay, if any, in the delivery of the bidding document or the non-receipt of the same. Bids sent by Telex/Fax/Telegraph will not be accepted.
10. The company reserves the right to club or split the items of works, change the qualifying criteria at their discretion and to reject or cancel the Invitation for bids without assigning any reason thereof.
11. In addition to the invitation for bids, the bidding documents include the following schedules.

| | |
|--------------|---------------------------------------|
| Schedule I | Conditions of Bid |
| Schedule II | General supplier details requirements |
| Schedule III | Details specification of item |
| Schedule IV | Conditions of Contract |
| Schedule V | Declaration of Make in India |
| Schedule VI | Formatting for Quoting |
| Schedule VII | Acceptance of Form |

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SCHEDULE I

CONDITIONS OF BID

1.1 The Bid must include the following information,

- a. Tender number.
- b. Promised Delivery Schedule.
- c. Certificate that bid is in total conformity with the specifications and terms and conditions mentioned in the bid document and if not, list of exclusions, and/or exceptions.
- d. All information requested in the specifications, dimensional drawings, technical literature describing the make offered, material etc., as specified in the bid document.
- e. The Price should be quoted as per the following:

The Bidder shall indicate all prices including basic price, the relevant duties and taxes, other levies, packing & forwarding charges, charges for inland transportation and other local costs incidental to delivery of the goods to supplier's site, etc. on the appropriate price schedule (FORMAT FOR QUOTING – SCHEDULE VI) attached to these documents for completing the above work as per the Specification, Terms and Conditions as specified in the Bid Documents. Required civil works to be done to lay the cables and fix all the required devices by the supplier. Supplier has to make good the areas after the completion of work. The supplier shall not charge any extra amount for those works. Bidder must quote for unit price and total price based on the requirement shown in the bid document.

- i) Price should be firm without any escalation on any account until the order is completely fulfilled.
- ii) All other documents/certificate/information as specified in the bid document.

1.2 Bids shall remain valid for 90 days after the date of bid opening prescribed by the Purchaser.

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2. Format and Signing of Bid

- 2.1 All pages of the bid, except for un-amended printed literature shall be signed by the person or persons signing the bid.
- 2.2 Bids shall be made in English.
- 2.3 The bid shall contain no interlineation's, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be signed by the person or persons signing the bid.

3. Submission of Bids

Sealing and Marking of Bids

- 3.1 The envelope shall be addressed to the purchaser in the following address:

(a) DEPUTY GENENERAL MANAGER (P&S)
HLL LIFECARE LIMITED
KAKKANAD FACTORY, PLOT NO.16-A/1,
COCHIN SPECIAL ECONOMIC ZONE,
CEPZ PO, COCHIN, -682037,
KERALA, INDIA.
PH: +91 484 2413999
Email: materialskfc@lifecarehll.com

- (b) Bear the Enquiry No, closing date and General description of item tendered, and the words "DO NOT OPEN BEFORE" 15.30 Hrs. (IST) on 25.08.2025

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- 3.2 Bids should be hand delivered or sent by courier to ensure timely arrival. Telex, cable, email or facsimile bids will be rejected.

Deadline for submission of Bids

- 3.3 The bids will be received by the Purchaser in the above given address (3.1.a) not later than the date and time specified in the Invitation for Bids.

In the event of the specified date for submission of Bids being declared a holiday for the Purchaser, the bids will be received up to the appointed time on the next working day.

- 3.4 The purchaser may, at its discretion, extend this deadline for submission of bids by amending the Bid Documents or any other reasons, in which case, all rights and obligations of the Purchaser and Bidders subject to the previous deadline, will thereafter be subject to the deadline as extended.

- 3.5 It is the responsibility of the bidders to see that the completed bidding documents whether sent by post or by courier or by person are received in the office of Deputy General Manager (P&S), in the above address by the date and time stipulated for receipt as above failing which the bid would be considered late and rejected. Purchaser will not be held responsible for the postal delay, if any, in the delivery of the bidding document or the non-receipt of the same. Bids received after due date and time will be rejected. Mere handing over of the bid documents at reception counter or at any other counter or room or person cannot be considered as submission of bid.

4. Clarification of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify the Purchaser in writing, or by email at the purchaser's mailing address indicated in the Invitation forbids. The Purchaser will respond in writing to any request for clarification of Bidding Documents, which it receives not later than 7 days prior to the deadline for submission of Bids prescribed by the Purchaser.

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5. Amendment of Bidding Documents

- 5.1 At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, modify the Bidding Documents by amendment.
- 5.2 The amendment if any will be published through our website mentioned above.
- 5.3 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, the Purchaser may, at its discretion, extend the deadline for the submission of bids.

6. Bid Opening by Purchaser

- 6.1 The Purchaser will open bids, in the presence of the bidders' representatives who choose to attend, at the date and time specified and in the location given in this document.

The Bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday forth Purchaser, the bids shall be opened at the appointed time and location on the next working day.

- 6.2 The Purchaser will prepare appropriate bid opening register and the same shall be signed by bidders present during the opening of the bids and Purchaser.

7. Clarification of bids

To assist in the examination, evaluation and comparison of bids, the purchaser may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

8. Preliminary examination

- 8.1 The purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, whether the bid validity is as required and whether the bids are generally in order.

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- 8.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be calculated. If there is discrepancy between the words and figures, the amount in words shall prevail.
- 8.3 Prior to the detailed evaluation, the purchaser will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one that conforms to specifications and all the terms and conditions of the bidding documents without material deviation. The purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 8.4 A bid determined as not substantially responsive will be rejected by the purchaser and may not subsequently be made responsive by the bidder by correction of the non- conformity.
- 8.5 The purchaser may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- 8.6 The purchaser's determination as to the substantial responsiveness or otherwise of each bid or consideration of a minor informality or non-conformity or irregularity is final and conclusive.
- 9. Evaluation and comparison of bids.**
- 9.1 The purchaser will technically evaluate all bids previously determined to be responsive and compare the bids previously determined to be substantially responsive and technically acceptable.
- 10. Post – qualification**
- 10.1 Notwithstanding the qualification requirements given in this document, the Purchaser will determine to its satisfaction whether the Bidder selected as having submitted the lowest evaluated responsive bid is qualified to satisfactorily perform the Contract.

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- 10.2 The determination will take into account the Bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Purchaser deems necessary and appropriate.
- 10.3 The Purchaser reserves the right to negotiate with the lowest evaluated responsive bidder.
- 10.4 An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Purchaser will proceed to the next lowest evaluated bid to make a similar determination of that bidder's capabilities to perform satisfactorily.
- 10.5 Conditional Bids shall not be entertained.

11. Award Criteria

The Purchaser will award the Contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily for the items offered.

12. Notification of Award

- 12.1 Prior to the expiration of the period of bid validity, the purchaser will notify the successful Bidder by post/courier/ e-mail, that its bid has been accepted. The notification of award may be sent in the form of Letter of Intent / Work order.
- 12.2 The signed acceptance of the notification of award by the Supplier/Contractor will constitute a concluded contract.

13. Tender fee & Earnest Money Deposit

- 13.1 The bid must be accompanied by EMD of Rs. 2,000/-
- 13.2 Tender fee of Rs 560 (Non-refundable) and EMD as per the tender conditions shall be paid separately, through DD or RTGS/NEFT transfer

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- 13.3 The EMD shall be in the form of Demand Draft from a nationalized bank drawn in favor of HLL Lifecare Limited, payable at Cochin.
- 13.4 E.M.D. of the unsuccessful bidders will be released after tabulating tenders, keeping only the earnest money of the first three lowest bidders. The earnest money deposit of the remaining two unsuccessful bidders will be released after the acceptance of the notification of award by the successful bidder.

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SCHEDULE II
GENERAL SUPPLIER DETAILS REQUIREMENT

Bidders shall enclose as part of its offer, relevant details and documents:

1. Bidders should have Minimum 2(TWO) years of experience in Supply and Installation of IP-PBX / EPABX systems (Experience certificate to be provided).
2. Bidder should have done minimum 2 installations of valued minimum Rs.1.5 Lakh each during the period of 01.01.2023 to 30.06.2025.
3. Bidder must have minimum annual turnover of Rs. 1.0 lakhs (cumulative average) during the last three years.
4. GST/PAN registrations certificates must be submitted along with the bid.
5. Bidder should have service Centre / office in Ernakulum District, Kerala.
6. Bidders or their authorized service representative firm must have efficient service team with trained service engineers and full-fledged service facilities so as to attend breakdown calls within 24 hours.
7. The Bidder should be authorized dealer/retailer/channel partner of the corresponding IP-PBX brand.
8. The quoted OEM brand should have minimum 10 years of existence in the market.
9. The bidder, if awarded the work, should coordinate with BSNL to configure the external connection through the new IP-PBX system without any charges. The analog intercom lines to be terminated neatly without any extra cost.
10. If any licensing required for the system, the party should provide without any extra cost.
11. The bidder shall submit tender fee and EMD (Proof of the same)
12. MSE units interested in availing exemption from payment of EMD should submit a valid copy of their Udyam registration certificate.
13. Before submission of bids, the bidders may visit the site on office hours after obtaining prior permission from the HLL concerned to get the details about the system.

All the information provided herein is true & correct.

NOTE: Forms must be completed in all respect and supported by relevant documents.

PLACE

NAME & SIGNATURE OF THE APPLICANT

DATE:

(WITH OFFICE SEAL)

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SCHEDULE III
Specification of IP-PBX System (KFC)

| SI No | Product Description | Qty (No) |
|--|---|----------|
| 1 | IP-PBX system consists of 1 GHz Processor with 750 MZP & Linux/equivalent OS . <ul style="list-style-type: none">60 analog extensions included (expandable upto 120 extensions)Includes 4 analog Trunk and 30 SIP trunk license (Should enable to terminate the BSN ISP Trunk service)Includes Facility of minimum 30 simultaneous external (incoming/outgoing calls)Includes 1 IP Phone license (for console)Includes Provision for adding PRI card.The shall allow for integration with Voice over IP (VoIP) technology.Supports various connectivity options, including Analog, SIP, PRI, and GSMIncludes Gigabit LAN Port.The IP-PBX system should be wall mountable. | 1 |
| 2 | 200 PAIR MDF BOX | 1 |
| 3 | Krone: 10 Pair Gold Plated Connector Module | 16 |
| <p><u>Other Required Features :</u></p> <ul style="list-style-type: none">3rd party IP Phones integration with PBX is seamless.GUI Based system management for configuration, firmware upgrade etc. <p>The supplier should coordinate with BSNL to activate the SIP trunk connection which enables minimum 30 simultaneous incoming/outgoing calls.</p> <p>All the required software and licenses to activate the above system to be included without any additional amount.</p> <p>Warranty – One Year Onsite .</p> <p>Preferred Brand for the IP-PBX: Matrix / Neos Nexgen /Panasonic /Equivalent</p> | | |

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SCHEDULE IV

CONDITIONS OF CONTRACT

1. PRICE

The price quoted should be FOR HLL site including all relevant and applicable taxes and duties, Packing & Forwarding charges, insurance, transportation charges, leading, loading and unloading charges, and any other levies. **It may also be noted that being a CSEZ Unit, GST is Zero rated for HLL Kakkanad Factory.**

Price quoted should be firm without any escalation till the Contract is completely executed and should be for the item/work shown under **SCHEDULE III.**

2. TAXES/DUTIES/LEVIES

Supplier shall be entirely responsible for all the taxes, duties, license fees, etc. incurred until successful completion of contract. The format for Quoting is enclosed as **Schedule VI.**

Note:

The term 'Equipment/goods 'means the final and complete equipment / machinery as ordered and does not mean raw material, components, consumable, etc. required for the work. The Purchaser shall not be liable to pay any tax/duty/levy incurred during the transactions between the Supplier and his sub-suppliers and or Agents.

3. INSURANCE

The supplier shall arrange insurance coverage for transit, storage and erection. In the case of contracts, the insurance shall be obtained by the supplier. Insurance coverage for transit, storage and erection and third party Insurance to cover the risk of the supplier's employees at site during erection etc. should be arranged by the Supplier.

4. DELIVERY/COMPLETION PERIOD

- 4.1 Time being the essence of the Contract, the delivery and completion period stipulated should be strictly adhered to schedule of requirement. The equipment and its accessories should be delivered & commissioned within **60 days** from the date of Letter of Intent or Order.

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- 4.2 Delay in delivery/non delivery and completion of the contract will cause loss and/or damage to Purchaser. The completion period shall be counted from the date of sending of Purchaser's intimation of acceptance of the Supplier's offer (Letter of Intent (LOI) and/or Work order).
- 4.3 Delivery of the goods shall be made by the supplier in accordance with the terms specified by the purchaser in the notification of award.
- 4.4 Within 24 hours of dispatch, the supplier shall notify the purchaser and the consignee, the full details of dispatch and also shall supply following documents:
- Copies of supplier's invoice showing goods description, quantity, unit price and total amount,
 - Inspection certificate issued by the nominated inspection agency, where applicable, and the supplier's factory inspection report,
 - e-Way Bill
 - Any other relevant document.

5. POWER TO MAKE ALTERATIONS

The Owner shall have the power to make in writing any alterations, omissions, additions or substitutions for original specifications, drawings, designs, patterns and instructions that may appear to him necessary or advisable during the progress of the work and the contractor shall be bound to carry out the work in accordance with the instructions which may be given to him by the Owner or his representative.

All the correction/changes in minor nature suggested by HLL before the installation/commissioning to be incorporated by the party without any additional charge.

6 LIQUIDATED DAMAGES FOR DELAYS

If the supplier fails to deliver any or all of the goods or perform the services within the time period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, either (1) deduct from the contract price, as liquidated damages, a sum equivalent to 0.5 percent of the total contract value for each week of delay or part thereof until actual delivery or performance, subject to a maximum of 7.5 % of the total contract value.

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7. INSPECTION AND TESTS

- a) The purchaser or its representatives shall have the right to inspect and/or to test the goods to confirm their conformity to the contract. The purchaser shall notify the supplier in writing of the identity of any representatives for these purposes.
- b) The inspections and tests may be conducted on the premises of the supplier at point of delivery and/or at site. Where conducted on the premises of the supplier, the Supplier should make available all reasonable facilities including tools, instruments, apparatus, equipment, facilities, services and materials and assistance, including access to drawings and production data, to enable the Purchaser's nominee to carry out such inspection/tests without obligations to the purchaser.
- c) Should any inspected or tested goods fail to conform to the specifications and performance, the purchaser may reject then and the supplier shall either replace the rejected goods or make all alternations necessary to meet specification requirements free of cost to the purchaser, within a period of 15 (fifteen) days of intimating such rejection.
- f) The purchaser's right to inspect, test and, where necessary, reject the goods after the good's arrival at site shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by purchaser or its representatives prior to the good's dispatch from the place of manufacture.
- a. Notwithstanding any such inspection/tests carried out at Supplier's works, the equipment shall be accepted only after receipt and successful commissioning at the site and the inspection/tests carried out at Supplier's works will not relieve his contractual obligations for conforming to the specifications under the contract.

8. PACKING

The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to site. The packing shall be sufficient to withstand, without limitation, rough handling during transit and open storage.

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9. TRANSPORTATION

Transportation shall be in the scope of supplier; purchaser shall not pay any charges for the same.

10. INCIDENTAL SERVICES.

10.1 As specified in the price schedule, the supplier may be required to provide any or all of the following services:

- a. Performance or supervision of on-site assembly, start-up and successful commissioning of the equipment/supplied goods,
- b. Furnishing of tools required for assembly and/or maintenance of the supplied goods,
- c. Conduct of training of the purchaser's personnel, at the supplier's plant and/or on-site (as specified in the bid documents), in assembly, start-up, operation, maintenance and/or repair of the supplied goods as indicated in Schedule II.
- d. Performance or supervision of maintenance and/or repair of the supplied goods, for the period of guarantee specified in the contract form, provided that his service shall not relieve the supplier of any guarantee obligations under the contract.

The above costs shall be included in the contract price

11. PAYMENT TERMS

The Payment Schedule goods is as follows:

| Sl. No | Stage of Contract | Payment terms |
|--------|--|-----------------------------------|
| 1 | On Successful delivery, installation and commissioning of equipment of the IP-PBX system & required accessories at HLL, Kakkanad | 90% of Total Purchase Order Value |

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| | | |
|---|---|-----------------------------------|
| 2 | On submission of Performance Bank Guarantee for the guarantee period of 1 Year from the date of successful validation & Commissioning & handing over. | 10% of Total Purchase Order Value |
|---|---|-----------------------------------|

12. PERFORMANCE GUARANTEE

The Supplier shall fully guarantee all of the equipment supplied to perform in accordance with the specifications and to be free of all defects in design, material and workmanship. Should any equipment not performing as intended or should the design, material or workmanship prove defective within a period of 12 months from the date of handing over, the equipment shall, upon notification of deficiency or defect, be promptly corrected by the Supplier to the satisfaction of Purchaser without delay and at no extra cost. If the Supplier fails to take proper corrective action to replace or repair the deficiency within a reasonable time of Purchaser's notification to this effect, the Purchaser shall be free to take such corrective action at the Supplier's risk and cost.

Even if Inspection and/or tests are fully carried out by Purchaser or their representatives, the Supplier is not absolved to any degree of his responsibility to ensure that all equipment and materials supplied comply strictly with the requirements as per specifications given in the Contract, and the Purchaser shall be free to point out any defect till the guarantee period is over.

Simultaneously with the successful completion of the contract, supplier shall furnish a Performance Bond in the form of a Demand Draft or a Bank Guarantee from a nationalized/scheduled bank or from balance payment to be paid to the supplier as per contract, acceptable to the purchaser, for an amount equal to 3% of the total price on the value of the contract as Deposit for his faithful execution of Performance Guarantee.

13. WARRANTY

Period of warranty shall be twelve months from the date of installation and commissioning as certified jointly by the supplier and the Purchaser.

Kakkanad Factory, Cochin
Plot No.16-A/1 CSEZ, Kakkanad P. O. Ernakulam – 682 037,
Kerala, India. Ph: +91 484 2413999

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Tender No: HLL/KFC/PUR/ IP-PBX/2025-2026

Date: 05.08.2025

14. FORCE MAJEURE

- a. Neither the Supplier nor the Purchaser shall be considered in default in the performance of their obligations as per the Contract so long as such performance is prevented or delayed because of strikes, war, hostilities, revolution, civil commotion, epidemics, accidents, fire, cyclone, flood or because of any law and order proclamation, regulation or ordinance of Government or subdivision thereof or because of any act of God. The proof of existence of force majeure shall be provided by the party claiming it to the satisfaction of the other.
- b. The Supplier shall advise Purchaser initially by a Fax, followed by post, the beginning and end of any of the above causes of delay, failing which Purchaser shall not be liable to consider delays due to the above reasons. Notice as stated above should be given even in case where only the Supplier's bids are under the consideration of the Purchaser and no acceptance of the same has been given and Contract issued.
- c. In the event of definite delay even if arising out of reasons due to force majeure, Purchaser shall have the right at their discretion to cancel the Contract or part of the Contract without any liability on their part to make any payment to the Supplier while reserving the right to claim refund of and any payment if advanced or paid to Supplier.

15. ASSIGNMENTS AND SUBLETTING

No assignment and subletting of whole or part of the Contract shall be permitted except with prior approval of purchase obtained in writing.

CORRESPONDENCE

All correspondence relating to this enquiry shall be in English,

To: DEPUTY GENERAL MANAGER (P&S)

HLL LIFECARE LIMITED KAKKANAD FACTORY,

PLOT NO.16-A/1, CEPZ PO,

COCHIN, -682037, KERALA, INDIA.

PH: +91 484 2413999

Email: materials_kfc@lifecarehll.com

Kakkanad Factory, Cochin
Plot No.16-A/1 CSEZ, Kakkanad P. O. Ernakulam – 682 037,
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16. INDEMNIFICATION CLAUSE

The Supplier shall indemnify and hold harmless the Purchaser from and against all claims, liability, loss damage or expense, including counsel fees arising from or by reason of any actual or claimed trade mark, patent or copy right infringement or any litigation based thereon with respect to any part of the items covered by the Contract and such obligations shall survive acceptance of payment for the items.

17. STANDARDS

The goods supplied under this contract shall conform to the standards/specifications mentioned in **SCHEDULE III** and when no applicable standard is mentioned; to the authoritative standard appropriate to the goods' country of origin and such standards shall be the latest issued by the concerned institution.

18. ENTIRETY OF THE AGREEMENT

All of the terms agreed to between the Supplier and Purchaser will be included in the Purchase/work Order/Contract and no their communication, proposal or understanding, written, oral or implied, will be considered to be included in the Purchase/work Order/Contract or form part of the Contract between the Supplier and Purchaser unless specifically agreed to in that behalf in writing between Purchaser and Supplier.

19. APPLICABLE LAW

The Contract shall be interpreted in accordance with Indian laws.

20. SETTLEMENT OF DISPUTES

The contract shall be deemed to have been concluded at Cochin, Kerala and suits and proceedings, if any, shall be only in the courts of competent jurisdiction in Cochin.

SIGNATURE OF BIDDER WITH SEAL

Kakkanad Factory, Cochin
Plot No.16-A/1 CSEZ, Kakkanad P. O. Ernakulam – 682 037,
Kerala, India. Ph: +91 484 2413999

Website: www.lifecarehll.com

Tender No: HLL/KFC/PUR/ IP-PBX/2025-2026

Date: 05.08.2025

SCHEDULE V

DECLARATION FOR MAKE IN INDIA

Dear Sir/ Madam,

With reference to the above tender for the supply of, we confirm the product offered is with a percentage of local content more than 20% / 50%.

Name & signature of Tenderer

Kakkanad Factory, Cochin
Plot No.16-A/1 CSEZ, Kakkanad P. O. Ernakulam – 682 037,
Kerala, India. Ph: +91 484 2413999

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Date: 05.08.2025

SCHEDULE VI
FORMAT FOR QUOTING
PART II

| SL NO | ITEM /WORK DESCRIPTION | Quantity | Unit | Rate in INR | Total Amount in INR |
|-------|---|----------|------|-------------|---------------------|
| 1 | Supply, Installation and Commissioning of IP-PBX system with required accessories | 1 | No | | |

- Fixing of required accessories, termination of cables, coordination with BSNL to commission the external connection through the new system and all the other related works to be done by the party without any extra cost.
- All civil works, if any required for the commissioning of the above works/installations to be included. No separate payments to be made for any allied works.

NOTE: Kakkanad Factory is located in Special Economic Zone, Cochin and **GST is Zero rated for HLL Lifecare Limited, Kakkanad, Kochi.** Bidder may avail the benefits of special economic zone while quoting to this zone.

NAME & SIGNATURE OF THE BIDDER
(COMPANY SEAL)

NB: The bidder may refer the Specifications, Terms & conditions before filling this format. The bidder should indicate the calculations/ assumptions/split ups to arrive at the final price in a separate sheet and attach the same to this schedule.

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Kerala, India. Ph: +91 484 2413999
Website: www.lifecarehll.com

Tender No: HLL/KFC/PUR/ IP-PBX /2024-2025

Date: 04.08.2025

SCHEDULE VII

ACCEPTANCE FORM

(To be submitted in the letter head of the firm indicating full name and address, telephone numbers, email id etc.)

From

To
DEPUTY GENERAL MANAGER (P&S)
HLL LIFECARE LIMITED
KAKKANAD FACTORY, PLOT NO.16-A/1,
CEPZ PO, COCHIN-682037,
KERALA, INDIA.
PH: +91 484 2413999
Email: materialskfc@lifecarehll.com.

Dear Sir,

I / We, hereby offer to design/fabricate/supply/commission as detailed in schedule hereto or such portion thereof as you may specify in the acceptance of Bid at the price given in the price schedule and agree to hold this offer open till 90 days after the date of bid opening prescribed by the purchaser. I/We have understood the terms and conditions mentioned in the invitation for bid and Conditions of Contract furnished by you and have thoroughly examined the specifications in the bid document hereto and are fully aware of the nature of the scope of work required and my/our offer is to comply strictly in accordance with the requirement and the terms and conditions mentioned above.

Yours faithfully,

NAME & SIGNATURE OF THE BIDDER

(COMPANY SEAL)