



**एचएलएल लाइफ़केयर लिमिटेड**  
(भारत सरकार का उद्यम)

**Request for Proposal for  
Annual Maintenance Contract (AMC) for WAN  
related items installed at our  
Head Office, Factories & other Offices**

**e-Tendering**

**Corporate and Registered Office**, HLL Bhavan, Poojappura, Thiruvananthapuram-695012, Kerala, India.  
CIN: U25193KL1966GOI002621, Website: [www.lifecarehll.com](http://www.lifecarehll.com), Tel: +91- 471-2354949,2775500

## CONTENTS

<b>SI No</b>	<b>Part No.</b>	<b>Description</b>	<b>Page Nos.</b>
<b>1</b>		<b>Notice Inviting Tender (NIT)</b>	<b>3</b>
<b>2</b>		<b>Disclaimer</b>	<b>5</b>
<b>3</b>	<b>Part I</b>	<b>General Instruction to Bidders</b>	<b>7</b>
<b>4</b>	<b>Part II</b>	<b>General Conditions of Contract</b>	<b>16</b>
<b>5</b>	<b>Part III</b>	<b>Schedule of Requirements</b>	<b>21</b>
<b>6</b>	<b>Part IV</b>	<b>Technical Specifications</b>	<b>23</b>
<b>7</b>	<b>Part V</b>	<b>Forms And Annexures</b>	<b>25</b>

**HLL LIFECARE LIMITED**  
(A Government of India Enterprise)  
Corporate and Registered, Poojappura.P.O,  
Thiruvananthapuram – 695012, Kerala, India  
Phn: 0471- 2354949, 2775601

**NOTICE INVITING TENDER (NIT)**

**IFB No: HLL/CHO/IT/WAN\_AMC/2023-24**

**12-06-2023**

To,

\_\_\_\_\_

\_\_\_\_\_

Dear Sir,

HLL Lifecare Limited (HLL) a Govt. of India Enterprise under the Ministry of Health and Family Welfare invites proposals for **Annual Maintenance Contract (AMC) for WAN related items installed at our Head Office, Factories and other offices.** More details on the services are provided in the Schedule of Requirements.

Bid documents can be downloaded free of cost from the Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>). However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document. All Corrigendum/extension regarding this e-tender shall be uploaded on this portal i.e., <https://etenders.gov.in/eprocure/app> and shall not be available elsewhere.

You are requested to go through the document carefully and submit your proposals as per the instructions and guidelines given in the tender document.

Yours sincerely,

**Associate Vice President (IT),**  
HLL Lifecare Limited, Corporate and Registered office,  
HLL Bhavan, Poojappura P.O,  
Thiruvananthapuram, Kerala -695012  
Phone No: – 0471-2775500, 2354949.  
Email address: [sivakumar@lifecarehll.com](mailto:sivakumar@lifecarehll.com)

### Important Information

<b>SI No</b>	<b>Particulars</b>	<b>Description</b>
1	Tender Inviting Authority	HLL Lifecare Limited
2	Office Address	HLL Lifecare Limited Corporate and Registered Office HLL Bhavan, Poojappura P.O Thiruvananthapuram, Kerala 695012
3	RFP/ Bid Number	HLL/CHO/IT/WAN_AMC/2023-24
4	Name of work	Annual Maintenance Contract (AMC) for WAN related items installed at our Head Office, Factories and other Offices.
5	Bid Security/EMD	Nil
6	Period of CAMC	One year (01.07.2023 to 30.06.2024)
7	Eligibility criteria for Bidders	As per the Tender document
8	Bid submission start date	12 <sup>th</sup> June 2023
9	Last date and time for online submission of bids	26 <sup>th</sup> June 2023 at 15:00 hrs.
10	Date and time of opening of e-tender	27 <sup>th</sup> June 2023 at 15.30 hrs.
11	HLL A/c details for payment of EMD (Payment mode: NEFT/RTGS)	Name of Bank : State Bank of India A/c number : 10183256222 IFSC Code : SBIN0004350 Branch name : Commercial Branch, Thiruvananthapuram

## **Disclaimer**

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this Tender Document. All information contained in this Request for Proposal (RFP) provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this Tender Document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this Tender Document and any other terms and conditions subject to which such information is provided.

Though adequate care has been taken in the preparation of this RFP document, the interested firms shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

If a bidder needs more information than what has been provided, the potential bidder is solely responsible to seek the information required from HLL. HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary.

HLL Lifecare limited (HLL), Thiruvananthapuram reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application. HLL reserves the right to change/modify/amend any or all of the provisions of this RFP document. Such changes would be posted on the e-portal of

Central Public Procurement Portal of Government of India i.e.  
<https://etenders.gov.in/eprocure/app>

Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

## **Part – I**

# **General Instructions to Bidders**

## **General Instructions to Bidders**

1. This tender is an e-Tender and is being published online in Government e-Procurement portal, <https://etenders.gov.in/eprocure/app>
2. Bid documents including the Bill of Quantities (BoQ) can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-tender shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
3. The tendering process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidders may download and go through the tender document.
4. All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. Tenders/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late tenders will not be accepted.
5. The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and rejected.
6. Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.
7. Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the Tender Enquiry Document.



8. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

### **8.1 Registration**

- a) Bidders are required to register in the Government e-procurement portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have class-2 digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- e) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- g) The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature

Certificate (DSC) to his/her unique Login ID. He/She has to submit the relevant information as asked for about the firm/contractor. The bidders, who submit their bids for this tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this tender.

- h) Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- i) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- j) Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this tender.

## **8.2 Searching for Tender Documents**

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

## **8.3 Preparation of Bids**

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
  - b) Please go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
  - c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
  - d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
  - e) Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.
9. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
10. Tenderer are required to upload the digitally signed file of scanned documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading application in location

other than specified above shall not be considered. Hard copy of application shall not be entertained.

11. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -

For any technical related queries please call at 24 x 7 Help Desk Number:

0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787

Note:- International Bidders are requested to prefix +91 as country code

E-Mail Support: For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical - [support-eproc@nic.in](mailto:support-eproc@nic.in), Policy Related - [cphp-doe@nic.in](mailto:cphp-doe@nic.in)

12. Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Address for communication and place of opening of bids:

**Associate Vice President (IT),**

HLL Lifecare Limited, Corporate and Registered office,

HLL Bhavan, Poojappura P.O,

Thiruvananthapuram, Kerala -695012

Phone No: – 0471-2775500, 2354949.

Email address: [sivakumar@lifecarehll.com](mailto:sivakumar@lifecarehll.com)

13. The bids shall be opened online at the **Office of the Associate Vice President (IT)**. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.
14. More details can be had from the Office of the **Associate Vice President (IT)** during working hours. HLL shall not be responsible for any failure, malfunction or

breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

15. A bidder shall submit only one bid in the same bidding process. A Bidder who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.

16. Joint ventures or Consortiums of bidders are not permitted.

17. Online Tender process

The tender process shall consist of following stages:

- i. Downloading of tender document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- ii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and shall not be available elsewhere.
- iii. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
- iv. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- v. Opening of Financial Bids: Bids of the qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

18. HLL Lifecare Limited does not bind themselves to accept the lowest or any bid or to give any reasons for their decisions which shall be final and binding on the bidders.
19. HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the tender and bidder shall be bound to perform the same at his quoted rates.
20. In case, it is found during the evaluation or at any time before signing of the contract or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare Limited including but not limited to forfeiture of EMD, Security Deposit etc., as deemed fit by HLL Lifecare Limited.
21. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
22. The bidder should comply all statutory obligation in force and amended from time to time and HLL Lifecare Limited will not be held responsible in any manner whatsoever for any non-compliance of statutory obligations by the bidder.
23. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.
24. HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.
25. Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial bid online on Government e-procurement portal

(URL: <https://etenders.gov.in/eprocure/app>) along with tender document fees and EMD.

**Note:- It is necessary to click on “Freeze bid” link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.**

## **Part – III**

# **General Conditions of Contract**



## **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-I**. 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 **1<sup>st</sup> July 2023 to 30<sup>th</sup> June 2024** for all the items.
4. The prices should be quoted in the format for price schedule given in **Annexure – II**.
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. **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/breakdown 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 5<sup>th</sup> 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 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.

8. The call register with full details of preventive and breakdown calls attended, spares replaced should be maintained at Corporate Head Office (CHO), Thiruvananthapuram

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 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.

If preventive maintenance activity is not carried out or partially carried out in the respective quarter the penalty of 3% of the AMC charges pertain to the respective quarter shall be deducted

11. 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 maintenance 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 for all the locations together.

13. The Purchaser shall consider placement of work orders for AMC only on the first lowest responsive bidder who is technically and commercially qualified.

14. 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.

15. **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.
16. 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.
17. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
18. Bids should be clear in all respects and those with ambiguous and conditional clauses shall be rejected
19. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at [sivakumar@lifecarehll.com](mailto:sivakumar@lifecarehll.com). However no post bid clarification shall be entertained.
20. 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.
21. 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.
22. 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.
23. No fax/email bids will be accepted.
24. 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.
25. **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.

## 26. Documents Comprising the Bid

<b>SI No</b>	<b>Criteria</b>	<b>Supporting Documents Required</b>
1	The bidder should be an Indian company and in continuous business in the supply and maintenance of WAN devices. The company should be registered in India	1. Certificate of incorporation 2. Audited Balance sheet 3. P&L Account or Annual Report for the last 3 financial years
2	The bidder should furnish the information on similar type of works done to Govt /private sector institutions, PSUs etc.	Copies of PO or Certificates from the clients
3	The bidder should have not been blacklisted by and state/central Government organizations/firms/institutions	Statement that the bidder has not been blacklisted by any institution of the Central/State Government in past three years
4	The bidder should be a regular taxpayer under the Income Tax Act. Please furnish the details of GST, Permanent Account Number (PAN) etc along with the bid	Copies of GST Registration Certificate & PAN
5	The bidder should have office / service support center at Thiruvananthapuram and the details should be furnished along with bid.	Self certificate
6	Consideration of MSE shall be based on furnishing of valid UAM (Udyog Aadhar Memorandum) number and copy of relevant document along with the bid only	Copies of Udyam / UAM Certificate

## **Part – IV**

# **Schedule of Requirements**

## Schedule of Requirements

Sl. No.	Location Code	Address of Location	Unit	No. of Devices
1	HLLCHO	HLL Lifecare Limited, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram – 695012	Nos	5
2	HLLPFT	HLL Lifecare Limited, Peroorkada factory, Peroorkada, TVPM – 695005.	Nos	1
3	HLLAFT	HLL Lifecare Limited, Akkulam Plant, Sreekaryam.P.O, Thiruvananthapuram – 695 017	Nos	2
4	HLLKFC	HLL Lifecare Ltd, Kakkanadu Factory Cochin, Plot No: 16/A/1, Cochin special Economic Zone, Kakkanadu, Kochi-682037	Nos	1
5	HLLIFC	HLL Lifecare Limited Plot No.1,Rubber Park, Irapuram,Kunnathunada, Ernakulam – 683541	Nos	1
6	Depot at Balaramapuram	HLL Lifecare Ltd, Ward No: XVIII, Building No: 849, Trivandrum Spinning Mill Premises, Balaramapuram P.O, Thiruvananthapuram	Nos	1
7	HLLKFB	HLL Lifecare Ltd Kanagala Factory, Belgaum - 591 225, Karnataka. Phone : 08333 – 279207	Nos	2
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	Nos	1
<b>GRAND TOTAL</b>				<b>14</b>

**Part – V**

**Technical Specifications**

**List of Items**

<b>SL. NO</b>	<b>LOCATION</b>	<b>DESCRIPTION OF THE ITEM</b>	<b>QTY</b>	<b>SERIAL NUMBER</b>
1	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	HLLPFT	(i) Cisco 2911 Router with WAN Interface Cards and accessories	1	FGL1540102D
3	HLLAFT	(i) Cisco Router 2811 with WAN Interface Cards and accessories	1	FGL152511Y9
		(ii) CISCO1721 Router with accessories	1	FHK0916125E
4	HLLKFC	(i) CISCO 1841 Router with accessories	1	FHK101022VJ
5	HLLIFC	(i) CISCO 1941 Router with accessories	1	FGL174110VK
6	Depot at Balaramapuram,	CISCO 1841 Router with accessories	1	FHK12112291
7	HLLKFB	(i) CISCO 2811 Router with accessories	1	FHK1226F4U4
		(ii) CISCO Router 2911 with accessories	1	FGL1540102H
8	HITES, Noida	CISCO 2811 Router with accessories	1	FHK1427F38F



**Part – VI**

**Forms & Annexures**

**Annexure-I****Address of locations**

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

## Annexure-II

Price Schedule

SL. NO	LOCATION	DESCRIPTION OF THE ITEM	QTY	Basic Rate	Total Amount
1	HLLCHO	(i) CISCO 2911 Router with WAN Interface Cards and accessories	2		
		(ii) CISCO 2811 Router with accessories	1		
		(iii) CISCO 2620 Router with accessories	1		
		(iv) CISCO 1841 Router with accessories	1		
2	HLLPFT	(i) Cisco 2911 Router with WAN Interface Cards and accessories	1		
3	HLLAFT	(i) Cisco Router 2811 with WAN Interface Cards and accessories	1		
		(ii) CISCO1721 Router with accessories	1		
4	HLLKFC	(i) CISCO 1841 Router with accessories	1		
5	HLLIFC	(i) CISCO 1941 Router with accessories	1		
6	Depot at Balaramapuram,	CISCO 1841 Router with accessories	1		
7	HLLKFB	(i) CISCO 2811 Router with accessories	1		
		(ii) CISCO Router 2911 with accessories	1		
8	HITES, Noida	CISCO 2811 Router with accessories	1		
<b>Grand Total</b>					