

TENDER ENQUIRY DOCUMENT

**For inviting sealed competitive bids from eligible bidders for the
*Installation and Configuration of Uninterrupted secured connectivity
between the Amazon Web Server and AMRIT Pharmacy Outlets across
India***

Tender No : HLL/RBD/IT/Tender/2020-21/01, Dated 03.08.2020



**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

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NOTICE INVITING TENDER (NIT)

HLL LIFECARE LIMITED

(A Government of India Enterprise)

Retail Business Division, Corporate Head Office, Poojappura P.O,
Thiruvananthapuram – 695012, Kerala, India
Phone: 0471- 2354949

TENDER No: HLL/RBD/IT/Tender/2020-21/01, Dated 03.08.2020

HLL Lifecare Ltd (HLL), a Government of India Enterprise invites sealed competitive bids from eligible bidders for the deployment of an uninterrupted secured connectivity between the HLL Amazon Web Server and its 250+clients located at AMRIT pharmacy Outlets across India that should help us to leverage secure functionality through the cloud with higher level of security and control over the network and IT asset.

Publishing date of bid	:	03 - Aug - 2020
Last date of submission of bid	:	17- Aug - 2020 at 15.00 Hours.
Address for submission of bid	:	Associate Vice President, Retail Business Division HLL Lifecare Limited Corporate Head Office HLL Bhavan, Poojappura, Thiruvananthapuram - 695 012
Opening of Financial Bid	:	17- Aug - 2020at 15:30 Hrs
Venue of opening Bids	:	HLL Lifecare Limited Corporate Head Office HLL Bhavan, Poojappura, Thiruvananthapuram - 695 012

EMD of this bid is Rs5000/-

Interested applicants can participate in the bid.

For any clarifications on the tender document, the prospective bidders can Contact Mobile Number +919446055566, +919387802122 or at Email vsreekumar@lifecarehll.com , sunil_r_s@lifecarehll.com 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.

About HLL Lifecare Limited (HLL)

HLL Lifecare Limited (formerly known as Hindustan Latex Limited) (HLL) is a Mini Ratna (Category-1 PSE) company under the Ministry of Health and Family Welfare. HLL commenced its journey to serve the Nation in the area of Health Care, on March 1, 1966 for the production of male contraceptive sheaths for the National Family Planning Programme. The company commenced its commercial operations on April 5, 1969 at Peroorkada in Thiruvananthapuram, Kerala.

Today HLL is a group of eight companies, with 9 state-of-the art manufacturing facilities and 22 regional offices spread across India. We also have global presence in 115 countries.

The Retail Business Division (RBD) of HLL is one of the youngest business division of HLL and is into the Retail Pharmacy business. Retail Business Division operates under different brands and business models even though the operating models of the Division is mostly the same. The Retail Pharmacy Chains- AMRIT, AMRIT Deendayal Pharmacies, HLL Pharmacies &Surgicals, HLL Opticals, Free Generic Pharmacies (FGP) and Janasanjeevani stores etc. are to name a few of their brands. Through their various outlets RBD dispense all kinds of medicines, surgical implants and consumables, Opticals and ophthalmic products, Generic drugs etc. at significant discount to MRP.

I. SCOPE OF WORK

1.1 Background

Presently RBD has 250+ AMRIT pharmacy stores PAN India. The number of outlet may increase to 300 in the coming years. A third party application software “ECOGREEN” has been running in these outlets for the business activities like stores, purchase and financial accounting. Each outlet has one server like PC and one or two clients connected to it for the business requirements. The server PC is connected to the Amazon cloud Server through internet. Most of the outlets don't have static IP address also we having different internetservice providers in different outlets for the manual synchronization of data between these centers and the Cloud Server. All the master data, administration activities and consolidated reports are getting from this cloud server. Since all our outlets didn't have the static IP address, we are not in a position to establish a tunnel between the outlets and cloud server for perfect synchronization.

1.2 Detailed Scope of Work

Installation and Configuration of Uninterrupted secured connectivity between the HLL's Amazon Cloud Server and its 250+ clients at AMRIT Pharmacy Outlets across India. The proposed system should possess the following technical features.

- IP base filtering and full tunnel should be used to restrict access for a set of users to the cloud server and deny access to other resources to eliminate the threat from cyber-attacks.
- Once authenticated, a Gate way tunnel should be established between the cloud server and the client.
- .Unified SSL secure access solution for remote users and Eliminate the vulnerabilities in the network connection
- Single pane of glass management for all users, branches and cloud locations.
- Restrict access to only specific applications (specific ports and protocols)
- Certificate based authorization, enforced with managed PKI.
- Endpoint Finger Print for establishing connection.
- Keep the cloud server connection in a private network and secured with the firewall blocking in all inbound ports.
- The tunnel should be established between the Cloud Server and Client whenever internet connection is active in the client side.

- The system should also reduce the risk and protect the critical IT assets/infrastructure. The system should provide integrated connection-based security architecture. The system should allow the Admin to control all connections and other parameters.

II. TERMS AND CONDITIONS

A. Earnest Money Deposit (EMD)

The tenderer shall furnish along with its tender, earnest money for amount of Rs.5000.00 (Rupees Five thousand only). The earnest money is required to protect the purchaser/Customer against the risk of the tenderer's unwarranted conduct as amplified under sub-clause 5 below.

1. The earnest money shall be furnished in one of the following forms:

- i) Account Payee Demand Draft
- ii) Banker's cheque and

2. The demand draft or banker's cheque shall be drawn on any commercial bank in India or country of the tenderer, in favor of the "HLL Lifecare Limited" payable at Trivandrum

3. The earnest money shall be valid for a period of forty-five (45) days beyond the validity period of the tender.

4. Unsuccessful tenderers' earnest money will be returned to them without any interest, after expiry of the tender validity period, but not later than thirty days after conclusion of the resultant contract. Successful tenderer's earnest money will be returned after placing the purchase order.

5. Earnest Money is required to protect the Purchaser/Customer against the risk of the Tenderer's conduct, which would warrant the forfeiture of the EMD. Earnest money of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the Purchaser/Customer. The successful tenderer's earnest money will be forfeited without prejudice to other rights of Purchaser/Customer if it fails to furnish the required performance security within the specified period.

B. Eligibility criteria for Bidders

1. The bidder should be a Registered Company in India under the Companies Act, 1956.
2. The Bidder shall have adequate experience in carrying out similar type of assignment / service in private or public sector. In support of this, a statement regarding assignments of similar nature successfully completed during last three years should be submitted as per Performa in Annexure-I. Users' certificate regarding satisfactory completion of assignments should also be submitted. The assignment of Govt. Depts. / Semi Govt. Depts. should be specifically brought out. (The decision of the Purchaser as to whether the assignment is similar or not and whether the bidders possess adequate experience or not, shall be final and binding on the bidders.)
3. Average annual financial turn-over of the bidder during the last Three years, ending 31st March of the previous financial year, should be at least INR 60 Lakhs.
4. 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.
5. HLL reserves the right to cancel the services at any time by giving One month advance notice period, if the service is not provided as per the SLA.
6. The prices should be quoted as per the format for price schedule enclosed as Annexure- II .
7. The prices quoted shall be valid for a period of One year from the date of opening of bids.
8. The service should be provided within Two weeks from the date of placement of order.
9. Penalty @ 0.50 % per week's delay subject to a maximum of 5 % of total order value is applicable for delay in providing Internet.
10. Bids should be clear in all respects and those with ambiguous clauses shall be summarily rejected.
11. The supply order shall be placed on the lowest responsive bidder.

12. Payment will be released on monthly basis. 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.

13. This tender is valid for a period of **three** years.

14. The bids should be submitted to the following address.

Associate Vice President,
Retail Business Division
HLL Lifecare Limited
Corporate Head Office
HLL Bhavan, Poojappura,
Thiruvananthapuram - 695 012

15. Bids should be submitted latest by before 15:00 Hrs on 17.08.2020 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 on the next working day for HLL.

Bidders are requested to contact the undersigned for further information, if any.

C. SERVICE & SUPPORT.

a) The uptime of the connectivity should be a minimum of 99.5%. It will be calculated as $((\text{Total Time} - \text{Down Time}) \times 100) / \text{Total Time}$, on quarterly basis.

(b) The Bidder shall provide 24 x 365 service. In case the down time is more than the specified limit, HLL at its sole discretion, reserves the right to deduct Liquidity Damages amount monetarily in proportion of excess of down-time accumulated to its total time over to monthly service charges at the end of a month.

(c) Deduction in payment will be made for downtime in the monthly bills raised by the service provider.

(d) The response time for attending the faults will be one hour (maximum).

(e) The Bidder will rectify the faults within 2 hours failing which; the Bidder will arrange temporary replacements. The services shall be provided 24 hours & 7 days in a week.

(f) Trouble Shooting: Bidder shall respond with a solution within one hour of reporting of a problem and restore satisfactory operation within two hours.

2. Any bid received after the deadline for submission of bids will be rejected.

3. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.

4. The envelopes containing the bid shall mention, not to open the bid, before the date and time of opening of Bids, as "DO NOT OPEN BEFORE".

5. 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.

6. 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

Thanking you,

Yours faithfully,

Dy. General Manager (IT)

Annexure – I

DETAILS OF PREVIOUS ORDER FOR SIMILAR WORK EXECUTED DURING THE LAST THREE YEARS				
Sl. No.	Name of Client with full address, telephone numbers and nature of work	Order details such as quantity etc.	Value of works completed	Period of Completion with dates

Annexure – II

No.	Item / Service	Unit Rate	Qty	Amount	Tax	Total