

28.08.2023

Dear Sir,

Hindustan Organic Chemicals Limited (HOCL) is a Government of India Undertaking manufacturing Phenol, Acetone & Hydrogen Peroxide at its plant at Kochi, Kerala, India. HOCL invites e-tenders for **AMC FOR LAN FOR THE PERIOD 2023-2024**. HOCL has entered into an agreement with M/s. NIC (National Informatics Center) for e-procurement through their portal <https://eprocure.gov.in/eprocure/app>. You may please get registered as a vendor with NIC for participating in this tender.

Tender documents are uploaded in HOCL website www.hoclindia.com.com and <https://eprocure.gov.in/eprocure/app>.

The details of the tender are as shown in **INDEX** enclosed

You may submit your offer on **single bid system** online before the due date and time specified.

Thanking you,

Yours Faithfully,
For Hindustan Organic Chemicals Limited (GSTIN: 32AAACH2663P1ZG)

NASEEMA A P
CHIEF MANAGER (MSS)

**LIMITED TENDER NOTICE FOR AMC FOR AMC FOR LAN AT OUR FACTORY AT
AMBALAMUGAL, KOCHI**

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SCOPE OF WORK

AMC FOR LAN AT HOCL FOR ONE YEAR (2023-2024)

This covers Computers, Servers, and other networking components like media converters, switches (8/16/24 port), 100 Base FX Module, Lap top and Multimedia projector as listed in BoQ(Bill of Quantity).

Breakdown maintenance of hardware and operating system of computers, laptop and servers, Local Area Network (Including all networking equipments like media converters, switches 8/16/24 ports,100 Base FX Module,etc) installed in our premises(all the items mentioned in the Bill of Materials).

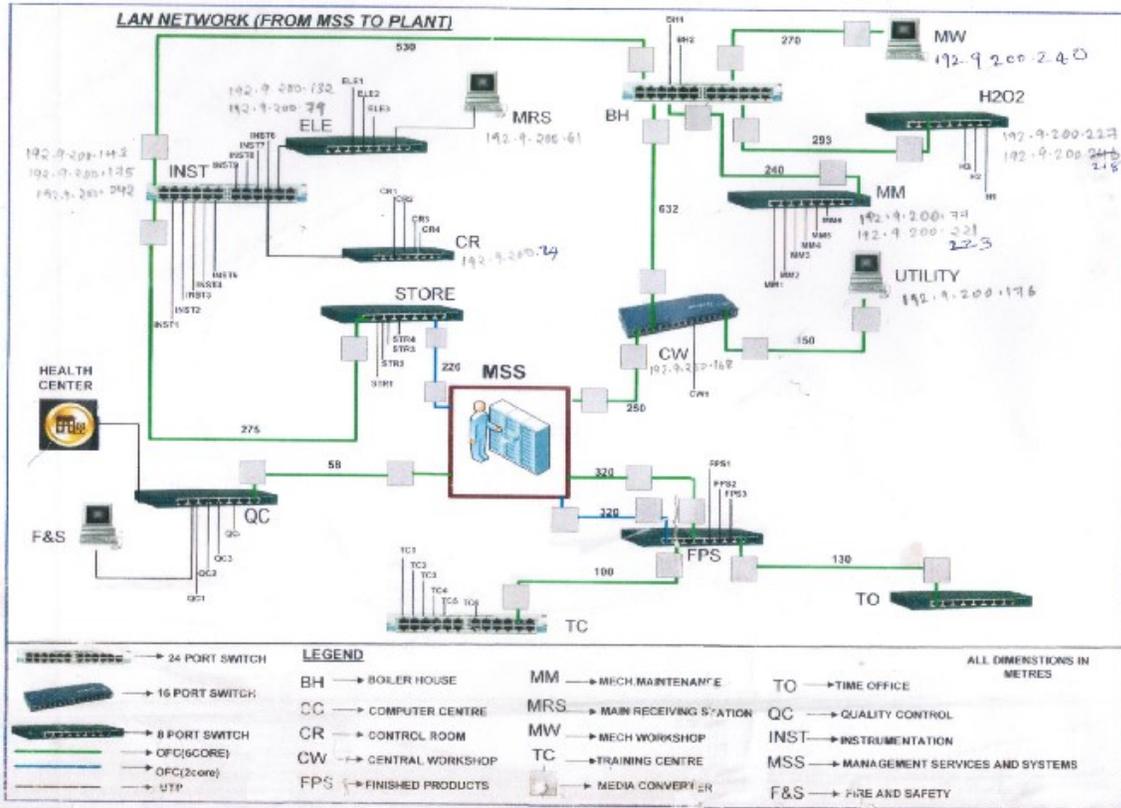
1. Breakdown Maintenance - As and when required
2. You should provide well qualified and highly trained service professionals.
3. The AMC is comprehensive in nature including the spare
4. **One Service Engineer should be deputed at 09.30 AM and should stay up to 5.00 PM on all working days of HOCL for regular maintenance works.** He should check up all the servers, nodes and other network components (including UTP and Fiber Cables), if required, for the smooth functioning of the system. Lunch facility can be availed by the service engineer from our canteen at nominal rates.
- 5.The service engineer deployed at site shall have necessary technical skill and sufficient prior experience in the Computer/LAN maintenance . Necessary security clearance/police verification certificate as stipulated by organization shall have to be produced at the time of entering to the contract. In the context of replacement of service engineer allotted, prior intimation shall be given.
6. You should maintain the Operating System software (Windows 11/10/8/7, Windows 2003 Server, Linux/ UNIX and DOS) also as part of the contract.
7. Defective/damaged parts should be replaced free of cost during the period of contract. Sufficient stock of spares as mentioned in the **ANNEXURE V** should be maintained in HOC premises to minimize the downtime.
8. The replaced parts should be new or equivalent to new in performance, when used in the equipment.
9. In case any old PCs are replaced during the year 2022-2023 AMC periods, then the AMC for the old PCs will be discontinued and the payment will be on pro-rata basis.
9. In case of underperformance, the contract for AMC will be revoked without any

notice.

Bill of Materials(BOM)

SL NO	Description and Specification of item
1	HCL INFINITI (CORE2 DUO 1GB RAM,160 GB HDD)
2	HCL INFINITI BL1280 (COR 2DUO 2GB RAM,300GB SATA HDD)
3	HCL BL1330 (CORE2 DUO 2GB RAM,320 SATA HDD)
4	WIPRO(CORE 2 DUO,2GB RAM,320 SATA HDD)
5	WIPRO(CORE 2 DUO,4GB RAM,500 SATA HDD)
6	ZENITH 2X SERIES-CORE I3 4GB RAM
7	ZENITH 3Q SERIES-CORE I3 4GB RAM
8	DELL-VOSTRO 270S(I3 ,16GB RAM ,500GB HDD)
9	ACER(INTEL CORE i5-7500 (3.4 GHZ, 6 MB CACHE, 4 CRORES, 4 GB RAM , 1TB/500 GB HDD)
10	DELL - INTEL CORE i3 -8100 (306 GHZ, 6 MB CACHE, 4 CRORES, 4 GB DDR 4 RAM, 500 GB HDD)
11	HP- INTEL CORE i5 (4GB RAM,320/500 GB HDD)
12	DELL i5 WIN 10,64 BIT, 8 GB RAM, 1 TB
13	HP LAPTOP (Intel Core i5 (7 GEN)),8 GB DDR 4 RAM,1 TB SATA HDD)
14	DELL LAPTOP INSPIRON, SSD 512 i5, WINDOWS 11 ACTIVATED
15	MULTIMEDIA PROJECTOR
16	24 PORT /16 PORT SWITCH
17	8 PORT SWITCH
18	MEDIA CONVERTER
19	100 BASEFX MODULE
20	HCL INFINITI -GLOBAL LINE SERVER(PIII,128 MB RAM,9.1 ULTRA SCSI HDD,SCO UNIX
21	NETWORK COMPONENT LIKE LIUS,JACK PANELS,CABLES ETC..

LAN DIAGRAM



GENERAL INSTRUCTIONS FOR ONLINE BID SUBMISSION

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 CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online Bidder Enrollment**" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) 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.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) 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.
- 6) 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.

SEARCHING FOR TENDER DOCUMENTS

- 1) 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, 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 Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- 2) 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.
- 3) 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.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and 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.
- 3) 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.
- 4) 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.

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.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid

documents one by one as indicated in the tender document.

- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) 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.
- 2) 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.

ANNEXURE-III

GENERAL CONDITIONS OF TENDER

VALIDITY OF OFFER:

The offer shall be valid for a period of 90 days from the date of submission for placement of order.

SUBMISSION OF BIDS:

Refer ANNEXURE II.

DUE DATE AND TIME:

DUE DATE for submission of tender is (closing date) **20.09.2023, 02.00 PM**

PRICED BID SUBMISSION- BOQ

Bidders are requested to note that they should necessarily **submit their financial bids in the format provided and no other format is acceptable.** If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. **Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder).** No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

RATES:

The rates shall be quoted in BoQ (Bill of Quantity_Excel) and submit it online. Taxes applicable shall be separately indicated.

CONTACT PERSONS (Hindustan Organic Chemicals Limited)

Naseema A P
Chief Manager (MSS)
Land line :0484-2727481
Mobile: 9947115482
Email:mss.kochi@hoclindia.gov.in

CLOSING OF BIDS: 20.09.2023 AT 02.00 PM

OPENING OF BIDS: The Bids will be opened on **21.09.2023 at 02.30 PM** electronically.

RIGHT TO REJECT A BID: HOCL reserves the right to reject any bid due to reasons such as (a) Vendor not following above bidding procedures (b) Vendor not being technically acceptable to HOCL (c) Vendor not agreeing with the general conditions of the tender. (d) Not enclosing any particular documents asked for. (e) Any other valid reasons.

SIGNING AND SEALING ON ALL PAGES OF BIDS: The vendor shall sign and seal on all the pages of the bids uploaded, failing which bids are liable to be rejected.

PERIOD OF CONTRACT: The period of the contract shall be one year from issue of work order.

PAYMENT TERMS:

Quarterly payment on submission of invoices at the end of each quarter

In case any item is replaced by HOCL in the scope of work, during the tenure of contract, then the AMC for the same will be discontinued and the payment will be on pro-rata basis.

DEFECT LIABILITY PERIOD: AS PER GCC

TIME OF COMPLETION:

The period of the contract shall be one year from issue of work order.

PERFORMANCE SECURITY:-

The performance security shall be 10% of the total value of contract. It shall be furnished within 21 days after notification of award of work. Performance security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations by the contractor or as defect liability period applicable. The above may be furnished in the form of account payee Demand Draft/ Bank Guarantee issued from any commercial bank in India/ on online payment in an acceptable form.

LABOUR LAWS AND ENVIRONMENTAL PROTECTION:

You shall strictly abide by the 'article-8 "Labour Laws" of General Conditions of Contract and 8.6 "Employees State Insurance Act" and "PF-Act" in particular (Refer Annexure A & B attached).

GENERAL CONDITIONS OF CONTRACT:

All other Terms and Conditions will be as per our General Conditions of Contract, as published in our website www.hoclindia.com and special condition of contract. The GCC and Special conditions of contract can also be referred in our office during office hours in all working days.

TECHNICAL BID

Technical Bid should contain the following details which must be uploaded in the NIC website in pdf format:

Sl. No	Item	Details to be filled up by vendor
1	Name and address of the vendor	
2	GSTIN No:	
3	Details of contact person: Name, phone number, email ID	
4	Have you read and understood the SCOPE OF WORK and Agreeing to provide support as mentioned in the SCOPE for all the items in the Bill of Materials.	(Yes/ No)
5	Any Deviation from General Terms and conditons of the contract	(Yes/ No) <i>Deviations if any should be attached to this technical bid, sealed and signed on all the page</i>
6	Check whether you have attached the following documents to this technical bid, duly signed and sealed on all the pages. If the bid does not contain these, it is liable to be rejected.	(i) covering letter of the offer on your company letter head (ii) Scope of work duly filled and sealed (iii) Minimum stock of spares(ANNEXURE V) duly filled and sealed (iv) Deviations from the general conditions of contract if any (v) All Annexure A,B,C,D,E,F&H
7	Have you been blacklisted by any Government	(Yes/ No)

	organization in the past. If yes, furnish the details.	
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This is to certify that all the facts furnished above and documents attached are genuine/ true. I also understand that in case it is subsequently found that the documents / facts furnished are false, the contract (if placed on us) is liable to be cancelled. I confirm that we accept the general conditions of contract for this tender and deviations if any have been attached to this technical bid.

DATE:

PLACE:

SEAL & SIGNATURE:

ANNEXURE-V**MINIMUM STOCK OF SPARES TO BE KEPT AT ANY POINT OF TIME**

SL.NO	ITEM NAME	UNIT	QTY
1	8 PORT NETWORK SWITCH	NOS	2
2	16 PORT NETWORK SWITCH	NOS	1
2	MEDIA CONVERTER	NOS	4
3	CAT 6 CABLE	MTR	100
4	RJ 45	NOS	15
5	MOUSE	NOS	5
6	KEY BOARD	NOS	5
7	SMPS	NOS	5
8	MOTHER BOARD	NOS	2
9	RAM(4GB,DDR3 & DDR4) RAM 2GB DDR2	NOS	5
10	CPU FAN	NOS	2
11	PROCESSOR (CORE 2 DUO)	NOS	2
17	POWER CODE	NOS	5
18	IO PORT/BOX	NOS	2

DATE:

PLACE:

SEAL & SIGNATURE:

ANNEXURE – A

ESI, PF, LABOUR LAW ETC. – REQUIREMENTS

1. ESI As per the ESI Act 1948

The Contractor shall enroll all his men deployed for the work in the ESI scheme. Registration for all workmen under ESI scheme is also to be complied with.

2. Safety Regulations and General Conditions of Contract

The Contractor should be strictly abide all the safety regulation of HOC specified in GCC. Contractor should obtain necessary safety work permit from authorised officer before starting the work every day, in every shift.

3. Workmen Compensation

It will be your responsibility to meet all claims for compensation under workmen's Compensation Act 1923. ESI or under any other law in respect of sickness, accidents injury or death suffered by workmen engaged by you for carrying out the work. It shall be the sole responsibility of the contractor to comply with Employee's State Insurance Act 1948. You will also be responsible and liable in respect of claims for damage to property or persons arising from or in the course of execution of the contract work undertaken by you. You hereby agree that you shall keep HOC fully indemnified in respect of claims under the Workmen Compensation Act and all other claims aforesaid and you shall not under any circumstances raise any dispute with regard to the same.

4. Personal Protective Equipments (PPE)

You are requested to use personal protective equipment such as

1. Safety Helmet
 2. Safety belts
 3. Welder's Personal Protective equipment like goggles, gloves, shoes and face shield
- As a measure to contain the spread of COVID-19, the following PPEs are essentially required to be provide to your workers:
1. Face Mask
 2. Face Shield
 3. Gloves

Also all your workers are to be subjected to temperature screening at Security, hand wash at the entrance, maintain physical distancing as far as possible.

You shall strictly instruct your workers not to spit in the public places and area of work. It is the basic responsibility of the Contractor to provide all the safety gadgets (PPEs) as mentioned above to all their Supervisors/Workers. And without these PPEs Contractor will not be allowed to carry out any job, which may please be noted.

5. Labour Laws & Provident Fund

You are requested to possess:

1. A License from the Labour Dept. under Contract Labour (Regulation and Abolition) Act 1970.
2. A separate PF Code under the Employee PF Act – 1952 and also furnish details of CPF Contribution payment made with the Regional PF Commissioner.

6. Guidelines to Contractors/Suppliers for Environmental Protection

- Contractors/suppliers shall ensure that impact due to the environmental aspects of goods and services is minimum.
- Effluent generated during the activity is to be routed to effluent treatment plant as per the instructions given by the Engineer-in-Charge.
- Hazardous waste generated during the activity is to be disposed in accordance with Hazardous Waste (Management & Handling) Rules as per the instructions given by the Engineer-in-Charge.
- All other solid wastes are to be disposed as per the instructions given by the Engineer-in-Charge.
- Avoid leaks and spills to minimise the impact on environment. In the case of any leaks/spills immediately inform Engineer-in-Charge to take appropriate corrective action.
- If the item handled falls under hazardous category, please ensure that:
 - a. Product literature including MSDS/TREM Card etc. accompany the consignment.
 - b. Packing and labeling are in accordance with the requirement of Manufacture, Storage & Import of Hazardous Chemicals Rules.

7. B. Confined Space Entry

If entry into a confined space (like inside entry to columns, heat exchanger shells, vessels, filters, spheres, bullets, boilers etc.) is a part of the work, contractor should register the name and other details in the register kept for the purpose each time. All safety regulation has to be adhered and permit to be obtained before entering into a confined space. Also after coming out from the confined space, the worker/supervisor has to report to the Engineer-in-Charge each time without fail. Any deviation in this register will not be permitted in any case.

ANNEXURE - B

LABOUR LAWS – CHECK LIST

1. Contract Labour (Regulation & Abolition) Act – 1970

Contractor should possess Labor License if he engages more than 19 workers at a time for a particular job.

2. ESI Act 1948

A worker whose wages (excluding Overtime Wage) does not exceed `15,000/- per month will be covered under the Act. Please note that workers can be allowed to work inside the Factory Premises / Township only after completing the following procedures:

- a. Those labourers already registered under ESI should submit their ESI card along with a copy.
- b. For new cases, the following documents are to be produced for registering under the Act:
 1. Registration form duly filled in by the worker concerned.
 2. Proof of identity – Address and Age (SSLC / Birth Certificate / Driving License / Passport, etc.)
 3. Family photograph – 2 Nos.
- c. For those workers whose wages is claimed to be more than `15,000/- per month should produce the following documents:
 1. An undertaking from his employer that his wage is more than `15,000/- per month and he is not required to be covered under ESI Act is to be submitted.
 2. A copy of the Personal Accident Policy showing that the worker is covered under the policy.

3. The EPF & MP Act – 1952

- a. The concerned worker has to file nomination form.
- b. If already covered under the Act and Scheme, the related document to be submitted.

4. Interstate Migrant Workmen (Regulation of Employment and Conditions of Service) Act 1979

The contractor should possess License under this Act, if he engages 05 or more interstate migrant workmen on any day.

ANNEXURE - C

SAFETY, HEALTH & ENVIRONMENT (SHE) CONDITIONS

The following Safety, Health and Environment conditions shall apply to the Contractor those who are working at HOCL, Ambalamugal.

- Shall ensure the availability and suitability of qualified and experienced personnel at the site for effective and efficient SHE management.
- Shall ensure that the equipment, materials, consumables are in conformity with the requirements.
- Shall ensure that all equipments/scaffolding used are having adequate stability.
- Shall ensure that appropriate and adequate PPEs are provided and worn by the personnel involved.
- Shall ensure that safety signs are posted as appropriate to the activity/hazard as required.
- Shall ensure the removal of material from site, which do not conform to the requirements.
- Shall ensure no adverse impact on environment due to activities.
- Shall maintain proper close supervision over their employee's activities.
- Shall identify the hazards related to their nature of work being executed and develop methods to eliminate/control those hazards where required to prevent any unwanted incidents/accident.
- Shall educate/train the workers throughout the work and improve their SHE awareness.
- Shall ensure adequate hygiene, (i.e. cleanliness, environment free from dust and fume, proper lighting and drinking water to all worker employed by the contractor).
- Shall ensure regular controls are in place for the following by doing regular checks/inspections but not limited to the following:
 - Vehicles & equipments
 - Tools, equipments, lifting appliances
 - Safety equipments
 - Fire protection
- Shall at his own expenses from time to time and whenever required clear away and remove all rubbish/scrap/unwanted materials from its work area to designated area.
- Shall report all incidents/accidents occurring if any connected with the job. The Contractor shall prepare and submit an incident/accident report to OWNER's Safety Department.

ANNEXURE D

PROFORMA OF DECLARATION OF BLACK LISTING/HOLIDAY LISTING

In the case of a Proprietary Concern:

I hereby declare that neither I in my personal name or in the name of my Proprietary concern M/s.

which is submitting neither the accompanying Bid/Tender nor any other concern in which I am proprietor nor any partnership firm in which I am involved as a Managing Partner have been placed on black list or holiday list declared by any Government Public Sector company (CPSU) or any of the administrative ministries, except as indicated below:

(Here give particulars of blacklisting or holiday listing, and in absence there of state "NIL")

In the case of a Partnership Firm:

We hereby declare that neither we, M/s. _____, submitting the accompanying Bid/Tender nor any partner involved in the management of the said firm either in his individual capacity or as proprietor or managing partner of any firm or concern have or has been placed on blacklist or holiday list declared by any Government Public Sector Company (CPSU) or any of the administrative ministries, except as indicated below:

(Here give particulars of blacklisting or holiday listing, and in absence there of state "NIL")

In the case of Company:

We hereby declare that we have not been placed on any holiday list or black list declared by any Government Public Sector Company (CPSU) or any of the administrative ministries, except as indicated below:

(Here give particulars of blacklisting or holiday listing, and in absence there of state "NIL")

It is understood that if this declaration is found to be false in any particular, Hindustan Organic Chemicals Limited or its Administrative Ministry, shall have the right to reject my/our bid, and if the bid has resulted in a contract, the contract is liable to be terminated.

PLACE:

DATE:

SIGNATURE OF THE BIDDER