



Ref. No: KSOM/19/2023-SA

Date:28-02-2023

QUOTATION NOTICE

Sub: Annual Maintenance Contract of Servers, PCs, Laptop, Printers, Photocopier, Scanner, LAN etc.

Sealed competitive quotations are invited from firms (on official letterheads) duly filled in Annexure- I for award of comprehensive Annual Maintenance Contract (AMC) of Servers, PCs, Laptop, Printers, Scanner, LAN etc, listed in Annexure- II. The firms who fulfil the following eligibility conditions should only apply.

1. The firm must have previous experience in maintaining hardware and network systems in offices and organizations of the Government and preferably also in Public Sector Undertakings of the Government of India/Kerala.
2. The firm must have expertise in preventive on-site maintenance and repair of standalone computers, laptops, laser printers, photo copiers, scanners, projectors, associated peripherals, network components and other hardware parts and accessories.
3. The firm also must have expertise in LAN trouble shooting.
4. The bidder must have working Branch/ headquarters located in Calicut.
5. The firm must be registered with the Registrar of companies and with the Commercial taxes Department for all taxes payable. The bidder should produce self-attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number etc.
6. Income tax certificates for the last 2 financial years must be attached.

IF A FIRM FILING QUOTATION(S) DOES NOT FULFIL ALL OR ANY OF THE ELIGIBILITY CONDITIONS MENTIONED ABOVE, THE QUOTATION OF THE FIRM WILL NOT BE CONSIDERED.

Scope of the work for which quotations are being invited:

1. Comprehensive maintenance of Servers, Personal Computers, laptops, laser printers, photo copiers, scanners, associated peripherals, network components etc., installed in Kerala School of Mathematics, Kunnamangalam PO, Kozhikode 673571.(List of

items to be covered under the AMC annexed herewith may be seen at Annexure-II).

2. Maintenance of Local Area Networking (LAN) installed in this Institute.

Terms and Conditions of the Comprehensive Annual Maintenance Contract (AMC) for which quotations are being invited:

1. The period of contract shall be for one year from the date of commencement of the contract. However, the contract can be terminated at any time during the period of contract after giving notice of 15 days, if the firm did not render the services satisfactorily or parts/spares provided by the firm are found to be sub-standard or any other reasons as the Institute may deem it proper.
2. The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. It will be open to the Institute to extend the term of the agreement beyond the contractual period of one year on the same terms and conditions for a further period not exceeding three months, if necessary.
3. The firm will provide maintenance and repair service on holidays and weekends also in case of emergency.
4. As and when any defects are reported for rectification, the bidder should rectify the defects within 24 hrs, failing which penalty at the rate of Rs 200/- per day for computers and 100/- for printers and other peripherals will be enforced. After rectification of defects of any system or providing a service, necessary report should be got endorsed by any authorized officer of KSOM.
5. The firm shall maintain the equipments as per manufacturers' guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may lead to cancellation of the contract and legal action may be taken against the firm.
6. The firm will provide genuine parts of the computers and peripherals in case of replacements of parts are needed. The parts shall be of the same make. In the event of their non-availability, or end of cycle good quality parts should be used under intimation to KSOM in writing. Old parts replaced should be returned to KSOM.
7. In case the computer or any peripherals cannot be repaired within the office premises and is required to be taken to the firm's workshop, stand-by arrangement will be provided by the firm without extra charge.
8. The Institute shall not be liable to make payment over and above the comprehensive maintenance cost, in any case. All types of repair/replacement of spare parts shall be covered under the comprehensive maintenance contract, except the force unfortunate conditions which includes only fire, theft, natural calamities, etc.

9. The successful bidder will have to execute an Agreement in Non Judicial Stamp Paper as per the terms and conditions of KSOM.
10. The payment will be released in two equal instalments on **half year basis** at the end of each half year through bank transfer only. **No advance payment will be given.**
11. Maintenance charges under the AMC shall not include the cost of consumables and supply items such as ribbons, media like cartridges, CD/DVDs, computer stationery. In case of Laser Printers/Photocopier, the maintenance charges under the AMC shall include all parts including Fuser Assemblies, Fuser Units and Teflon sheets. However, the cost of Toner cartridge of Laser Printer/ Photocopier will not be included in the AMC.
12. This Institute shall have the right to include on pro-rata basis in the AMC any new equipment – on the expiry of its warranty – at the rate of contract for that equipment in the AMC.
13. It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the Institute in working condition on expiry of the contract.
14. Limitations or minor deviations if any may please be included/specified in your quotation.
15. Interested Vendors are invited and inspect the items to be given for the AMC. For those enquiries, please Contact Mr. Sreejith Kurungott, System Analyst, Kerala School of Mathematics, Kozhikode. Tel: 0495 2809009.

A COPY OF THE ABOVE TERMS AND CONDITIONS DULY SIGNED BY THE FIRM IN TOKEN OF HAVING UNDERSTOOD AND AGREED TO THE SAME HAS TO BE ATTACHED WITH THE QUOTATION.

(Quotation notice is available at our website www.ksom.res.in also)

Process for the Quotations being invited:

1. Quotation duly filled-in and signed the prescribed format (Annexure-I) placed inside an envelope with the following words “QUOTATION FOR AMC OF SYSTEMS AND ELECTRONIC GADGETS.” superscribed on the envelope should be addressed to “The Director”, and sent to Kerala School of Mathematics, Kunnamangalam PO, Kozhikode - 673571, so as to reach this Institute latest by **03.00 PM on Monday 13th March, 2023**. Quotations will be opening on the same day at 03.30 PM at KSOM office.
2. The envelope should also duly sign outside and sealed.
3. Quotations received after due date mentioned above, will not be accepted under any

circumstance.

4. The Institute reserves the right to reduce or increase the number of items offered for maintenance contract.
5. The Institute also reserves the right to reject any quotation without assigning any reason.
6. A copy of the terms and conditions laid down here may please be attached along with the quotation, duly signed by the firm in token of having understood and agreed to the same.
7. It may be noted that incomplete or conditional quotations will not be accepted.

Kunnamangalam

**BILLY FRANCIS
ADMINISTRATIVE OFFICER**

ANNEXURE – I

QUOTATION FOR AMC FOR SYSTEMS AND ELECTRONIC GADGETS AT KSOM

Sl. No.	Item	Brand	Model	Quantity (Nos.)	Rate per Unit per annum*	Amount (Rs)
1	Server	DELL	PowerEdge R510	1		
2	Server	IBM	IBM System x 3650 M2	1		
3	Computer	HP	HP Pavilion 500 series	1		
4	Computer	HP	HP 6500	1		
5	Computer	HP	HP 406 G1 Desktop	1		
6	Computers	Apple	Apple iMac	1		
7	Intel NUC PC	Intel	NUC PC	2		
8	Laptop	Apple	Apple Mac Book	1		

			Pro			
9	Laptop	Acer	Inter core i3 020U/7101U	1		
10	Laser Printer	Canon	LBP 3500	1		
11	Laser MFD	Canon	ImageClass MF4320d	1		
12	Laser MFD	Canon	Imageclass MF226dn	1		
13	Laser MFD	Canon	Imageclass MF4820d	1		
14	Laser MFD	Brother	Brother DCPB7535DW	3		
15	Laser Printer	Brother	Brother HL L2361DN	1		
16	Inkjet Printer	Epson	Epson L655	1		
17	Fax machine	Canon	JX210P	1		
18	Graphics pen Tablet	Huion	Huion Anti- Glare Kamvas 22 Plus	1		
19	24 port Manageable Switch	DAX	Dx 5024GM	2		
20	24 port Gigabit Switch	Netgear	Netgear- GS728TP	2		
21	WiFi Accesspoint	Netgear	Netgear- WNCAP360	3		
22	WiFi Accesspoint	Dlink	DAP2360	1		
23	WiFi Accesspoint	Dlink	DAP2230	1		
24	WiFi Accesspoint	Dlink	DAP2610	1		

25	4 U Rack	Valrack		1		
26	Scanner	Canon	LIDE 110	1		
27	Scanner	Canon	LIDE 220	4		
28	Scanner	Epson	DS-1630	2		

* All rates should be Inclusive of all Taxes.

Seal

Signature of the tenderer with date

ANNEXURE – II

Sl. No.	Item	Specifications	Quantity
1	Server	Dell PowerEdge R510 Processor: Intel Xeon E5620 (2.4 GHz, 12MB L3 Cache, 1066 MHz) (Quad Core) Memory : 8 GB (2 x 4GB) DDR3, PC3-10600 CL9 ECC DDR3 1333 MHz RDIMM Disk Bays : Four 3.5" simple-swap or hot-swap SATA hard disk drives (HDDs). Eight 2.5" hot-swap SAS HDDs, 4 x 300 GB SAS HDD 2.5" Slim Hot Swap SAS, DVD – RW, Dual Gigabit Ethernet, 675 W Redundant Power Supply, 6 USB (2 Front, 4 rear), Two Ethernet <i>Purchased in 2011</i>	1
2	Server	IBM System x 3650 M2 Intel Xeon E 5506 (Quad Core) 2.13 GHz 4 MB 800 MHz /4 GB (2x2 GB) Memory/4x300 GB SAS 10k rpm 2.5" Hot Swap SAS storage/integrated RAID 5 controller/Redundant Power Supply/Combo Drive/IBM keyboard and Mouse/18.5" AOC TFT Monitor <i>Purchased in 2010</i>	1
3	Computers	HP Pavilion 500 series Desktop Computer Core i5-4570/8 GB RAM/1 TB HDD/ NVIDIA GeForce GT 625 dedicated graphics/Win 10 Pro/23" TFT Monitor/USB wired Keyboard and mouse. <i>Purchased in 2015</i>	1
4	Computers	HP 6500 Slim Desktop Computer Core i5-6500/2x4 GB RAM/1 TB HDD/ on board graphics/Win 10 Pro/18.5" TFT Monitor/USB wired Keyboard and mouse. <i>Purchased in 2020</i>	1
5	Computers	HP 406 G1 Desktop Computer Intel Core i5-4570, 3.2 GHz, 6 MB Cache or its higher version, Intel Q8 series chipset, 3 PCI (PCI/ PCI Express) or more, : 4 GB 1600 MHz DDR3 RAM with 32 GB Expandability memory, 500 GB 7200 rpm or higher HDD, 47 cm or larger(18.5 inch or larger) TFT/LED Digital Colour Monitor, 104 keys keyboard, Mouse : Optical with USB interface. Bays : 4 Nos. or above, Ports	1

		: 6 USB Ports or more (at least 2 USB with 3.0),1 Display port/VGA port, audio ports for microphone and headphone in front., Cabinet : Mini Tower/Tower, DVD ROM Drive : 8X or better DVD RW Drive., Networking facility : 10/100/1000 on board integrated Network Port. <i>Purchased in 2015</i>	
6	Computers	Apple iMac 3.1GHz quad-core Intel Core i5 (Turbo Boost up to 3.6GHz), 21.5-inch (diagonal) Retina 4K display with IPS technology; 4096x2304 resolution with support for millions of colours, 8GB RAM, 1TB (5400-rpm) hard drive Configurable up to 2TB Fusion Drive or 512GB of flash storage (SSD), Intel Iris Pro Graphics 6200, FaceTime HD camera, Apple Magic Keyboard, Apple Magic Mouse 2, Operating System: OS X El Capitan <i>Purchased in 2016</i>	1
7	Computers	Intel NUC PC Intel NUC8i7BEH/16GB RAM/500GB SSD/ 8th generation Intel Core i7-8559U quad core processor with a maximum of 28 W TDP, 2.7 GHz base, 4.5 GHz Turbo, 8 threads/Intel Iris Plus Graphics 655/one SATA 6.0 Gbps port for 2.5' storage device/One USB 3.1 (Gen 2/10 Gbps) Type C port/ Two USB 3.1 (Gen 2/10 Gbps) Type A port /Two USB 2.0 ports/HDMI interface/Gigabit(10/100/1000 Mbps) LAN subsystem /Intel Dual Band Wireless-AC 9560/integrated Audio, Monitor: Make-Samsung, Model: LU28E590DS/XL; 28", Wireless Keyboard and mouse: Logitech. <i>Purchased in 2019</i>	2
8	Laptop	Apple Mac Book Pro Dual core i5,2.5GHz/4GB.1600MHz,DDR3/500GB/HD Graphics 4000/SD/13.3 inch display/HD camera/Gigabit Ethernet/8x superdrive <i>Purchased in 2013</i>	1
9	Laptop	Acer Inter core i3 020U/7101U Inter core i3 7020U/7101U, 4GB DDR4, 500GB HDD <i>Purchased in 2020</i>	1
10	Laser Printer	Model: Canon LBP 3500 <i>Purchased in 2009</i>	1
11	Laser MFD	Model: Canon ImageClass MF4320d <i>Purchased in 2009</i>	1
12	Laser MFD	Model: Canon ImageClass MF226dn <i>Purchased in 2016</i>	1
13	Laser MFD	Model: Canon ImageClass MF4820d <i>Purchased in 2016</i>	1
14	Laser MFD	Model: Brother DCPB7535DW <i>Purchased in 2021</i>	3
15	Laser Printer	Model: Brother HL L2361DN <i>Purchased in 2018</i>	1
16	Inkjet Printer	Model: Epson L655 <i>Purchased in 2018</i>	1
17	Fax machine	Model: Canon JX210P <i>Purchased in 2009</i>	1
18	Graphics pen Tablet	Model: Huion Anti-Glare Kamvas 22 Plus <i>Purchased in 2021</i>	1
19	24 port Manageable Switch	Model: DAX Dx 5024GM <i>Purchased in 2010</i>	2
20	24 port Gigabit	Model: Netgear- GS728TP	2

	Switch	<i>Purchased in 2015</i>	
21	WiFi Accespoint	Model: Netgear-WNCAP360 <i>Purchased in 2015</i>	3
22	WiFi Accesspoint	Model: D link DAP2360 <i>Purchased in 2015</i>	1
23	WiFi Accesspoint	Model: D link DAP2230 <i>Purchased in 2019</i>	1
24	WiFi Accesspoint	Model: D link DAP2610 <i>Purchased in 2020</i>	1
25	4 U Rack	Model: Valrack <i>Purchased in 2010</i>	1
26	Scanner	Model: Canon LIDE 110 <i>Purchased in 2011</i>	1
27	Scanner	Model: Canon LIDE 220 <i>Purchased in 2018</i>	4
28	Scanner	Model: Epson DS-1630 <i>Purchased in 2018</i>	2