



ANNUAL MAINTENANCE CONTRACT
QUOTATION NOTICE

No: KSOM/33/2024-SA

Date: 25-05-2024

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 installments 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 Tuesday 11th June, 2024**. 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**