

No. PICO/B2/1084/2021

dated : 08.03.2022

**TENDER NOTICE**

Sealed tenders super scribed " **AMC of 149 no's of ACER (i3 series) computers of Thavakkara Campus** " are invited for the Comprehensive Annual Maintenance Contract of 149 no.s of Acer computers(no.s may vary) installed at Thavakkara Campus of Kannur University .

A sum of ₹900/- + GST (12%) towards cost of tender forms should be remitted by way of Demand Draft drawn in favour of the Finance officer, Kannur University payable at SBI Kannur Branch of other Nationalized or Scheduled bank.

Interested bidders can get further details regarding the works from the office of the Computer Programmer, Kannur University .The bidder can inspect and examine the devices before submitting Tender.

**Important dates and fee details:**

Last date and time of inspection of Devices	: 18.03.2022
Last date and time of receipt of tender	: 21.03.2022 5 PM
Date and time of opening of tender	: 22.03.2022 3P M
Cost of tender form	: Rs.1008/-
EMD	: 1% of probable cost subject to a min of Rs.1500/-
Validity	: one year

**Documents to be submitted along with the tender:**

Copy of valid Registration Certificate
Copy of Experience Certificate
Copy for the previous financial year from the concerned authorities about the payment of Service tax, income tax ,works contract tax and any other tax applicable
Copy of GST Registration, Pan Number
Copy of preliminary agreement in given format on stamp paper worth RS.200/-

Website [www.kannuruniversity.ac.in](http://www.kannuruniversity.ac.in).

Sd/-  
REGISTRAR (i/c)

Annexure II  
General terms and conditions

1. Tenders submitted without EMD shall be rejected.
2. The earnest money of the unsuccessful tenderers will be returned through ..... and the EMD of successful tenderers will be discharged upon the bidder executing the contract and furnishing the Security deposit that will have to be deposited for the satisfactory fulfilment of the contract.
3. Forfeiture of EMD: (i) If any tenderer withdraws from his tender before the expiry of the bid validity period specified or (ii) in case after being successful bidder, he/firm fails to sign the contract, and to furnish the performance security.
4. Security deposit equal to 5 % of AMC (refundable without interest) after termination of contract in the form of demand draft in favour of Finance Officer ,Kannur University shall be furnished at the time of awarding of AMC
5. The bid shall contain detailed technical specifications, Brochures and pamphlets of all items quoted.
6. Submitted online copies under the head, **Other Important Documents** should compulsorily include (i) Valid registration certificate( ii) Experience Certificate( iii) copy for the previous financial year from the concerned authorities about the payment of service tax, income tax ,works contract tax and any other tax applicable (iv) Copy of GST Registration ,Pan number(v) Agreement executed in Kerala Stamp Paper worth Rs.200/-
7. All charges, taxes, duties and levies should be clearly indicated.
8. Cost of additional/extended warranty, if applicable should be separately quoted.
9. In case of under performance during the warranty period, the item should be replaced and the period of warranty will recommence from the date of replacement.
10. The final acceptance of the tenders rests entirely with the University who do not bind themselves to accept the lowest or any tender. But the tenderers on their part should be prepared to carry out such portion of the supplies included in their tenders as may be allotted to them.
11. Communication of acceptance of the tender normally constitutes a concluded contract. Nevertheless, the successful tenderer shall also execute an agreement for the due fulfillment of the contract within the period to be specified in the letter of acceptance. In cases where a successful tenderer, after having made partial supplies fails to fulfill the contracts in full, all or any of the materials not supplied may at the discretion of the Registrar, be purchased by means of another tender/quotation or by negotiation or from the next higher tenderer who had offered to supply already and the loss, if any, caused to the University shall thereby together with such sums as may be fixed by the University towards damages be recovered from the defaulting tenderer.
12. All payments to the contractors will be made by the University in due course on submission of the invoice, on *half yearly* basis.
13. Tenderers should be prepared to accept orders subject to the penalty clause for forfeiture of security in the event of default in supplies or failure to supply within the stipulated period.

14. The prices quoted should be inclusive of all taxes, duties, cesses etc., which are or may become payable by the contractor under existing or future laws or rules of the country of origin/supply or delivery during the course of execution of the contract.
15. Special conditions, if any, of the tenderers attached with the tenders will not be applicable to the contract unless they are expressly accepted in writing by the purchaser.
16. The tenderer should send along with his tender an agreement executed and signed in Kerala Stamp Paper of value Rs.200/- purchased in Kerala State. Tenders without the agreement in stamped paper will be rejected outright. But in deserving cases where agreement has not been received, the Registrar may exercise his discretion and call upon such tenderer to execute the agreement within a period of ten days from the date of issue of such intimation, if the Registrar is satisfied that the omission to forward the agreement along with the tender was due to causes beyond the control of the tenderer and was not due to any negligence on his part. Agreement received from a tenderer after the above time limit will not be considered. [Format of agreement appended.]
17. The tenderer shall quote their rate in the standard BOQ provided indicating the break up details.
18. The purchaser reserves the option to give price preference to the offers from Public Sector units and or Small scale /Cottage Industries/Units over those from the other units in accordance with the policies of the Government from time to time.
19. The supplier shall ensure the quality of the stores supplied.
20. The provisions of Kerala Stores Purchase Manual are applicable to this Tender and further proceedings.
21. The University reserves all rights to accept or reject any or all the tenders without assigning any reason whatsoever at its discretion.
22. The bids shall be opened online at Kannur University on the date mentioned in Invitation Bid. If the date fixed for opening happens to be a holiday/due to net failure, the tenders will be opened on the next working day, at the same time.
23. The tenders will be opened on the appointed day and time in the Office of the undersigned.
24. If any tenderer withdraws from his tender before the expiry of the period fixed for keeping the rates firm for acceptance, the earnest money if any, deposited by him will be forfeited or such action taken against him as the University think fit.
25. University reserves its right to terminate the contract at anytime without assigning any reason. The contractor will not be entitled to claim any compensation against such termination, However, while terminating the contract if any payment is due to the contractor for maintenance/service already performed in terms of the contract ,the same would be paid to it as per the contract terms.
26. The AMC Should Cover LCD Panel of the Monitor. (If the monitor is not working it should be replaced with another).

Sd/-  
REGISTRAR

**The General scope of work includes.**

- a) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM).
  - b) Upkeep and maintenance of the entire Computer system of Kannur University Thavakkara Campus.
  - c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
  - d) Repair to be carried out at the location of the equipment.
  - e) Standby arrangement to be made in case the equipment is to be taken to workshop / service centre for repairs.
  - f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
  - g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
  - h) Manage installation, support and upgrade of approved antivirus as per the guidelines.
  - i) Any other maintenance work to be undertaken related to the computer/peripherals.
2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-A) and Financial Bid (Annexure-B)
3. The list of computers is attached as Annexure-B. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. Kannur University reserves the rights to add/remove any item from AMC during the contract period.

4. The Technical and financial terms and conditions of AMC shall be as follows:

- (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
- (ii) The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking maintaining not less than 100 computers per year in each Department/PSU. Necessary papers must accompany the technical bid.
- (iii) The firm/company must have expertise in on-site maintenance and repair of computers, peripherals and other hardware parts and accessories.
- (iv) The firm/company applying for this Tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
- (v) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- (vi) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Registrar, KANNUR UNIVERSITY are conveyed, the original specification/characteristics/features shall not be changed.
- (vii) The firm/company should produce the self attested photocopies of documents related to allocation of GST Registration Number, PAN Number, etc.

5. The other terms and conditions for awarding the AMC shall be as under:

- (i) The vendor will provide one qualified, with experience of at least two years in windows software and linux software and maintaining computer equipments in Govt/PSU Sector, Service Engineer on all the working days from 10.00 AM to 05.00 PM for attending and redress of complaints. The engineer shall also be available on holidays as per requirement of KANNUR UNIVERSITY if needed. The Engineer shall be equipped with mobile phones to ensure their availability. An amount of Rs. 200/- will be deducted if any Service Engineer remains absent/leave without providing substitute.
- (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the KANNUR UNIVERSITY, based on the performance of the service provider.
- (iii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to computer section failing which an amount of Rs. 200 as a penalty would be imposed.
- (iv) The Service Engineer would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (v) If the firm fails to carry out repairs with 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call.
- (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in the KANNUR UNIVERSITY and help in upgrading the Software's/Virus Detection mechanism.

(vii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.

Sd/-  
Registrar

**ANNEXURE-A**

1	Name of the Firm	
2.	Address of the Firm	
3.	Registration No.	
4.	Name of the authorized signatory	
5.	Specimen signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Number of the firm.	
7.	Whether the firm had enclosed EMD. If “yes; then DD/Pay order no.	
8.	Details of the Government Ministries /Department /Organization /PSUs etc. in which the firm is engaged in computer AMC activities from last 2 year .Copies of the work orders in which they have been given AMC of at least 50 computers in one single order in any Govt /Min./Deptt./Org. may be enclosed.	Year
		Last 2 financial year
		Last 2 financial year
9.	Whether proof/copies of work order on items at S.No. 8 enclosed (Yes/No)	
10	List of copies of other documents enclosed. <ul style="list-style-type: none"> <li>- GST Registration Certificate</li> <li>- PAN Card</li> <li>- Etc</li> </ul>	



**ANNEXURE-B (a)**

1	Name of firm	
2	Address firm	
3	Name of authorized Signatory	
4	Specimen Signature of the Authorized signatory	
5	Telephone Number of the authorized signatory and other Telephone Numbers of the firm	

DETAILS OF COMPUTERS-ANNEXURE-B(b)

S.no	ITEMS (Computers)	Number of Units	Charges per unit (inclusive of taxes ,etc	Total Price (inclusive of taxes ,etc
1	ACER COMPUTERS	149		