



**KERALA AGRICULTURAL UNIVERSITY**  
**Centre for e-Governance**  
**KAU Main Campus, KAU P.O., Thrissur, Kerala, 680 656**

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No. CeG/0003/2018(003-I)

Dated: 15-03-2018

**TENDER NOTICE**

Sealed super scribed tenders are invited for providing IT service for the following works at the Centre.

Routine printer management activities at the KAU Headquarters premises. Approximate number of printers including Laser jet printers, Color Inkjet printers and Dot matrix printers is around 75 now. Exact details of the printers like make and model, configuration, age, present status etc. can be obtained by contacting the Systems Manager, CeG, KAU Headquarters.

The intending tenderer has to provide,

1. Printer maintenance includes supply of all types of spares and consumables which includes cost of replacement of circuit boards, cost of replacement of all spares including printer head, cartridges, ribbons, refilling of cartridges, refill ribbons, blades, drum etc.
2. Tenderers also have to take care of all routine maintenance activities of printers KAU plans to procure during 2018-19 (around 10 Nos).
3. Tenderers should have sufficient man power with expertise in printer maintenance.
4. The Tenderer needs to resolve / make an alternative arrangement for solving the issue reported to them within 3 Hours during all working days of KAU. Issues reported between 9 AM to 2 PM will be resolved on the same day and complaints reported after 2PM to be resolved before 11 AM on next working day) and failing on it will attract a penalty of Rs 500/- on each unresolved/unattended issue.
5. The Tenderer will provide two Contact Numbers which are available 24 hours for reporting issues.
6. The Tenderer's service person should report to the Officer i/c of Networks every working day at 10AM irrespective of service requests exists or not.
7. A NIL Bill of work showing the actual service/support charge and along with the cost of the replaced/serviced components adjusted against the AMC charges should be submitted for each support call

mentioning the Inventory ID/Seat of the Serviced Item to the Systems Manager, CeG, KAU on a daily basis. A monthly report of work mentioning each support call must also be submitted to Officer i/c of Networks, CeG, KAU

The tender form may be downloaded from the "Tender Related Documents" section in the KAU website ([www.kau.in/tenders](http://www.kau.in/tenders)). The cost of the tender form will be accepted by way of DD in favour of Systems Manager, Centre for e-Governance, KAU Main Campus, payable at SBI, Vellanikkara and should be enclosed along with tender. The tender cost and Tax amount should be specified, while submitting the tender. The cost of tender form may be checked in the Store Purchase Manual (under the section **Cost of Tender Documents**) available in the KAU website ([www.kau.in/tenders](http://www.kau.in/tenders)) under the "Tender Related Documents"

Intending tenderer may submit their offers on their own letter pads. Tenders superscribed "**Tender for AMC services for Printers in KAU headquarters**" should be sent to the Systems Manager, KAU Main Campus, KAUP.O., Thrissur, 680656, Kerala so as to reach before **11.00 a.m. on 27-03-2018**. The offer submitted should be accompanied by tender fee and Earnest Money Deposit of 1% value of the quoted amount by way of a crossed Demand Draft (separate DD for tender fee & EMD) in favour of the Systems Manager, KAU, drawn on the State Bank of India, KAU Campus. Firms who are exempted from the payment of EMD should furnish copy of the currently valid certificates issued from Stores Purchase Department, Government of Kerala.

Tenders should be accompanied by an agreement as per format available in the KAU website ([www.kau.in/tenders](http://www.kau.in/tenders)) under the "Tender Related Documents" section on Kerala stamp paper of value mentioned in the format. Tenderers should have IT/PAN registration and photo copy of the same should be attached with the offer. Income Tax as applicable will be deducted from the payments. Annual rates may be quoted. Probable period of contract is till the end of March, 2019.

The accepted tenderer will have to execute an agreement as per format available in the KAU website ([www.kau.in/tenders](http://www.kau.in/tenders)) under the "Tender Related Documents" section on Kerala stamp paper of value mentioned in the format for the satisfactory fulfillment of the contract and remit security deposit of 5% of the total value of the contract by way of TDR in favour of the Systems Manager, KAU, Vellanikkara, failing which the order is liable to be cancelled and the EMD forfeited.

Offers received will be opened at **13.00 pm on 27-03-2018** in the presence of such of the tenderers or their authorized agents who may be present at

that time. Offers received after the last date and time are liable to be rejected. If the date of opening happens to be a holiday due to unexpected circumstances like bandh, hartal etc., tenders will be opened on the next working day at the same place and time. Offers will be evaluated taking into consideration the technical capabilities of the tenderer. Suitable methods will be adopted to assess the expertise level of the manpower resources offered. The undersigned reserves the right to accept or reject any/all offer/s without assigning any reasons whatsoever. All rules and procedures normally applicable to purchases as per Kerala state government purchase rules will be applicable in this case also. Further details can be had from the office of the undersigned during working hours.

### **Additional Terms & Conditions**

(To be added to Agreement submitting at the time of supply)

- The Contractor agrees that he will resolve / make an alternative arrangement for solving the issue reported to them within 3 Hours during all working days of KAU. Issues reported between 9 AM to 2 PM will be resolved on the same day and complaints reported after 2PM to be resolved before 11 AM on next working day) and failing on it will attract a penalty of Rs 500/- on each unresolved/unattended issue.
- The Contractor agrees that he will provide two Contact Numbers which are available 24 hours for reporting issues.
- The Contractor agrees that his service person will report to the Officer i/c of Networks every working day at 10AM irrespective of service requests exists or not.
- The Contractor agrees that he will provide the Report of Work done including the actual expenditure incurred by him on carrying out each support request to the Officer i/c of Networks, CeG, KAU for accounting and accessing the work.
- The Contractor agrees that the payment will be sanctioned against the Performa/original invoice submitted by him. Income Tax as applicable will be deducted from the sanctioned amount. The sanctioned amount will be release in four installment, each at the end of every quarter on submitting the work done report along with the invoice for that quarter.

-Sd-

Systems Manager, KAU