



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(004-I)

Dated: 15-03-2018

TENDER NOTICE

Sealed super scribed tenders are invited for supplying the following Communication Maintenance services for KAU. Routine Telephone and Communication Line maintenance activities at the KAU Vellanikkara campus which extends over a span of approx. 6 km end to end. Approximate number of instruments is around 450 now. Exact details of the telephone instruments, communication lines, like make and model, configuration, age, present status etc. can be obtained by contacting the Systems Manager, CeG, KAU Headquarters.

The intending tenderers has to provide,

1. Telephone Equipment maintenance which includes supply of all types of spares and consumables which includes cost of replacement of circuit boards, cost of replacement of all spares of the equipment.
2. Telephone Line connectivity maintenance which includes troubleshooting complaints on the communication lines excluding OFC line, from the BSNL termination to all end users including breakages, faults at junction boxes and internal wiring. This includes supply of all types of spares and consumables and includes cost of replacement of the same if needed.
3. Tenderers also have to take care of any new wiring/connection which are needed as the situation arise as during 2018-19 (around 20 Nos expected).
4. Tenderers should have sufficient man power with expertise in telephone line and equipment maintenance.
5. Tenderers should arrange their own transportation support to cover the span of the network.
6. The Tenderer needs to resolve / make an alternative arrangement for solving the issue reported to them that fall under the agreement within 24 Hours during all working days of KAU (between 9 AM to 5 PM) and failing on it will attract a penalty of Rs 500/- on each unresolved/unattended issue.
7. The Tenderer will provide two Contact Numbers which are available 24 hours for reporting issues.
8. 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.
9. 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). 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) under the "Tender Related Documents"

Intending tenderer may submit their offers on their own letter pads. Tenders super scribed "**Tender for AMC charges for Maintenance of Communication System in KAU Vellanikkara Campus**" 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) 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) 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 **14.00 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 24 Hours during all working days of KAU 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