



No. CeG/0003/2020(002-I)

Dated: 23-07-2020

Sub:- Man Power supply for IT maintenance at the KAU Headquarters & new Headquarters building reg.

Ref:-GA/D1/6905/13 dated 17/07/2020

TENDER NOTICE

Sealed super scribed tenders are invited for providing manpower for IT maintenance at the KAU Headquarters & new Headquarters building. The supplied man power will have to carry out the following activities (A1 to A6) for the period of contract.

A1. Routine Hardware & Software maintenance activities at the KAU Headquarters, new building and CITI. The spares required for repairs will be provided by KAU. Approx. number of Desktops & Laptops to be taken care of is around 250. Exact details of the systems like make and model, configuration, age, present status etc. can be obtained by contacting the Systems Manager, CeG, KAU Headquarters.

A2. Management of the network infrastructure including OFC, LAN, WAN, Switches, Routers, Firewall, Wi-Fi etc. and connectivity inside the Vellanikkara Campus excluding supply of any kind of spares required for repairs.

A3. Management of Servers at KAU data center, CeG & CITI.

A4. Content updating of the KAU website.

A5. Maintenance of the telephone instruments & lines inside the HQR premises, excluding supply of components and spares. Approx. no. of units is 150.

A6: Any other ICT related work inside the Vellanikkara/Mannuthy campus assigned by Systems Manager.

Service Level Agreement (SLA) & Nature of work

A1: The call for service should be attended within 2 Hours or less. This will involve troubleshooting of the Hardware systems both Laptops and Desktops along with OS, Software and Antivirus ecosystems under Windows XP, 7, 8, 10 & Linux (Ubuntu, Mint).

A2: The call for service should be attended within 15 minutes or less. This will involve the troubleshooting the WAN, LAN & Wi-Fi connectivity inside Vellanikkara campus, and the Campus Area optical fiber network, which extends over a span of approx. 6 km end to end.

A3: The call for service should be attended within 15 minutes or less. This will involve installation and management of Windows servers 2012 & above), Linux servers (Red hat, Cent OS), Kaspersky corporate antivirus Server systems and other software normally used by KAU.

A4: This will involve web content creation using Drupal. The call for service should be attended before 5 PM on the same day.

A5: The call for service should be attended within 2 hours or less. This involves troubleshooting telephone lines and instruments with in the KAU headquarters.

A6: The call for service should be attended within 15 minutes or less.

Pre-Qualification Criteria for firm

1. Bidder should be, a Company registered in India or Registered Partnership /proprietary firms. Proof to be attached: Copy of valid Registration Certificates/ Copy of Certificates of incorporation.
2. The bidder should have a registered GST where his business is located Proof to be attached: Copy of Registration Certificates
3. The bidder should have a registered Income Tax / PAN number. Proof to be attached: Copy of Registration Certificates.

Pre-Qualification Criteria for Man power resource

1. The company accepting the tender must supply one qualified human resource ready to carry out the works mentioned in A1 to A6 stationed at KAU from 9AM to 5 PM.
2. Resources supplied should have sufficient expertise in networking and hardware maintenance. Valid industry certifications in the domains H/w maintenance / Networking/ OS etc will be desirable.
3. The resource should arrange their own transportation to cover the span of the network.

4. The resource should be able to handle Windows & Linux OS under desktop and server environments. He should be fluent in networking installation and maintenance.

EMD, Cost of Tender Form & Security Deposit

1. The tender form may be downloaded from the “Tender Related Documents” section in the KAU website (www.kau.in/tenders).
2. The cost of the tender form (refer Store Purchase Manual) must be paid by way of DD in favour of Systems Manager, Centre for e-Governance, KAU Main Campus, payable at SBI, Vellanikkara. Tax amount should be specified separately, while submitting the tender.
3. 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.
4. On awarding the tender, the firm have to submit a security deposit worth of 10% of the total value of the contract by way of TDR in favour of the Systems Manager, KAU, Vellanikkara.

Tender Submission

1. Intending tenderer may submit their offers on their own letter pads. Tenders super scribed "**Tender for supply of Man Power for IT maintenance in KAU Headquarters**" should be sent to the Systems Manager, KAU Main Campus, KAUP.O, Thrissur, 680656, Kerala so as to reach before **12.00 p.m. on 14-08-2020**.
2. Offers received after the last date and time are liable to be rejected.
3. The offer submitted should be accompanied by DD for cost of tender form & EMD drawn separately.
4. An agreement as per format available in the KAU website (www.kau.in/tenders) under the “Tender Related Documents” should be submitted along with the tender.
5. All documents mentioned in the pre-qualification criteria for firm and man power should be submitted along with the tender.
6. Offers received without the required document attachments mentioned above are liable to be rejected.

Tender Opening

Date & Time: **2.30 p.m. on 14-08-2020** in the presence of the tenderers or their authorized agents who may be present at that time

Venue: Center for e-Governance, KAU HQR, Vellanikkara

If the date of opening happens to be a holiday due to unexpected circumstances like bandh, hartal, covid 19 etc., tenders will be opened on the next working day at the same place and time.

Contract Period & Payment

1. Contract: For a period of one year. The firm has to quote the annual rate.
2. Payment: Will be done in four installments. Each installment will be paid on successful completion of three months of service. Penalty for noncompliance with SLA will be deducted from each payment.

Penalty for noncompliance with SLA & Termination conditions

1. Each incident of SLA noncompliance reported will attract a penalty of Rupees 250/-.
2. If the quality of service carried out for activities A1 to A6 are not found satisfactory, will also attract a penalty of Rs 250/- on each occurrences found / reported.
3. Non availability of the human resource supplied for more than 5 working days consecutively will lead to termination of the contract.
4. In the event of premature termination of contract, any amount due to the firm will be forfeited and the firm will not be eligible for any compensation. The security deposit of the firm also will be forfeited as damages and cost of executing next tender. Such firms will be black listed from all future tenders of KAU.

Billing & Work reporting

A NIL Bill of work showing the actual service/support charge 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 consolidated report of works mentioning each support call must also be submitted to Systems Manager, CeG, KAU

Other Terms & Conditions

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 10% 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. Security deposit will be released after the successful completion of the contract period.

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.

-Sd-
Systems Manager, KAU

Additional Terms & Conditions

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

- The contractor agrees to supply a man power for a period of one year from the date of execution of the agreement for carrying out IT maintenance activities listed below.
 - A1. Routine Hardware & Software maintenance activities at the KAU Headquarters, new building and CITI, The spares required for repairs will be provided by KAU.
 - A2. Management of the network infrastructure including OFC, LAN, WAN, Switches, Routers, Firewall, Wi-Fi etc. and connectivity inside the Vellanikkara Campus, excluding supply of any kind of spares required for repairs.
 - A3. Management of Servers at KAU data center, CeG & CITI.
 - A4. Content updation of the KAU website.
 - A5. Maintenance of the telephone instruments & lines inside the HQR premises, excluding supply of components and spares.
 - A6: Any other ICT related work inside the Vellanikkara/Mannuthy campus assigned by Systems Manager.
- The contractor agrees to the below mentioned SLA (Service Level Agreement (SLA) & Nature of work) for each activity stated above
 - A1: The call for service should be attended within 2 Hours or less.
 - A2: The call for service should be attended within 15 minutes or less.
 - A3: The call for service should be attended within 15 minutes or less.
 - A4: The call for service should be attended before 5 PM on the same day.
 - A5: The call for service should be attended within 2 hours or less.
 - A6: The call for service should be attended within 15 minutes or less.
- The contractor agrees to the penalty for noncompliance with SLA & Termination conditions outlined below
 - 1. Each incident of SLA noncompliance reported will attract a penalty of Rupees 250/-
 - 2. If the quality of service carried out for activities A1 to A6 are not found satisfactory, will also attract a penalty of Rs 250/- on each occurrences found / reported.
 - 3. Non availability of the man power for more than 5 working days consecutively will lead to termination of the contract
 - 4. In the event of premature termination of contract any amount due to the firm will be forfeited and the firm will not be eligible for any compensation. The security deposit of the firm also will be forfeited as damages and cost of executing next tender. Such firms will be black listed from all future tenders of KAU.

- The Contractor agrees that he will provide two Contact Numbers and email address which are available 24 hours for reporting issues.
- The Contractor agrees that his service person will report to the Systems Manager every working day at 10 AM 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 Systems Manager, CeG, KAU for accounting and accessing the work.
- The Contractor agrees that the payment will be sanctioned against the proforma /original invoice submitted by him. Income Tax as applicable will be deducted from the sanctioned amount.
- Security deposit will be forfeited in case of the firm fails to execute the contract for a period of one year
- The payment for the contract will be done in four installments in completion of three months of service after deducting the penalties, if any.