



KERALA AGRICULTURAL UNIVERSITY
Directorate of Information Systems
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Dated: 29-09-2023

Sub:- Tender for Annual Maintenance Contract of printers at the KAU Headquarters building, DIS, DOE, DOP & DPP for 2023-24 - reg.

TENDER NOTICE

Sealed super scribed tenders are invited for Annual Maintenance Contract of printers at the KAU Headquarters building, DIS, DOE, DOP & DPP. The intending tenderer has to provide the following services (S1 to S3) for the contract period.

S1. Printer/ MFP/ Photostat maintenance including supply of all types of spares and consumables which includes replacement of consumables, components and spares etc. Approximate number of printers to be covered in the AMC is 120 Nos. This includes Laser printers, MFP & Color Inkjet printers. Exact details like make and model, age, present status etc. can be obtained by contacting the Director, DIS, KAU Headquarters.

S2. Tenderers also have to take care of all routine maintenance activities of printers KAU plans to procure during the contract period.

S3. Any printer/ MFP maintenance activity assigned by Systems Manager inside the Vellanikkara/ Mannuthy campus.

S4. The firm should post a well-experienced service engineer who will be stationed at KAU from 9 am to 5 pm and will be attending to the support calls with their own transportation facility if required.

Service Level Agreement (SLA) & Nature of work

1. All service requests will be logged to the complaint registration portal, where the firm will also have access to. The firm will have to constantly monitor and make sure that no service is pending beyond the permissible time limits.
2. The firm should maintain a spare laser printer in good condition with filled cartridge and ample number of spare cartridges which can handle at least 500 print outs ready at DIS as replacement before the service person from the firm reaches.

3. If any issue reported needs more time to resolve or the device needs to be taken outside the campus, a suitable replacement printer needs to be supplied by the firm at the concerned section.
4. The firm needs to resolve/ make an alternative arrangement till resolving the issue reported to them within 3 Hours during all working days of KAU. Issues reported between 9 AM to 2 PM should be resolved on the same day and complaints reported after 2PM to be resolved before 11 AM on next working day.
5. Quality of the print out/photo copy is critical in all copies so as to meet the quality requirement of the concerned department. The firm have to make sure that the quality is maintained for at least 300 prints from the completion of last service call.
6. Suitable precaution should be taken to make sure that, the printers identified by the Systems Manager as critical (VC, Registrar, Directors, Fair Copy, GC, Legal etc.) needs to be always kept ready to take atleast 500 pages. Periodical checks should be carried out on those devices for the same.
7. The printer, cartridge etc should be maintained clean and tidy at all times and utmost care must be taken to avoid any leakages/ ink spreading/ dust inside or on outer body after executing service request.
8. All printers/MFP/Photostat machines under warranty needs to be replaced with original OEM spares and cartridges only. No refilling will be allowed for such devices.
9. Quality of the powder & Ink used for refilling needs to be at par with the OEM product.
10. 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, DIS, KAU on a daily basis. A monthly consolidated report of work mentioning each support call must also be submitted to Systems Manager, DIS, KAU.

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.
4. The technician supplied by the firm should have sufficient expertise in printer/MFP maintenance. Proof to be attached.
5. The firm should arrange their own transportation to cover the service request.

EMD, Cost of Tender Form & Security

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 Director, DIS, 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 Director, DIS, 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 Director of Information Systems, KAU, Vellanikkara

Tender Submission

1. Intending tenderer may submit their offers on their own letter pads. Tenders super scribed "**Tender for AMC of printers in KAU Headquarters 2023-24**" should be sent to the Director, DIS, KAU Main Campus, KAU P.O, Thrissur, 680656, Kerala so as to reach before **12.00 p.m. on 10-10-2023**.
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 experience details of the technician/s 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: 12.00 p.m. on 11-10-2023 in the presence of the tenderers or their authorized agents who may be present at that time.

Venue: Directorate of Information Systems, 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: 25 % of Quoted amount will be paid after completion of every quarter after deducting the TDS as per rules. Penalty for noncompliance with SLA will be deducted from each payment.

Penalty for noncompliance with SLA & Termination conditions

1. Failure to observe SLA condition (2) will attract a penalty of Rs 500/- on per day.
2. Failure to observe SLA condition (3) will attract a penalty of Rs 1000/- on per day.
3. Failure to observe SLA condition (4) will attract a penalty of Rs 500/- on each occurrence.
4. Failure to observe SLA condition (5) will attract a penalty of Rs 500/- on each occurrence.
5. Failure to observe SLA condition (6) will attract a penalty of Rs 1000/- on each occurrence.
6. Failure to observe SLA condition (7) will attract a penalty of Rs 1000/- on each occurrence.
7. In the event of the firm unable to meet the service demands for a period of more than 5 working days, the contract is liable to be terminated prematurely without notice.
8. 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, DIS, KAU on a daily basis. A monthly consolidated report of works mentioning each support call must also be submitted to Systems Manager, DIS, 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 Director, DIS, 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.



Director, DIS, KAU

Additional Terms & Conditions

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

- The contractor agrees execute the services outlined below for a period of one year from the date of execution of the agreement
 - S1.** Printer/ MFP maintenance including supply of all types of spares and consumables which includes replacement of components and spares like circuit boards, printer head, cartridges, refilling of cartridges/ ink, blades, drum etc. Approximate number of printers to be covered in the AMC is 120 Nos. This includes Laser printers, MFP & Color Inkjet printers. Exact details like make and model, age, present status etc. can be obtained by contacting the Systems Manager, DIS, KAU Headquarters.
 - S2.** Tenderers also have to take care of all routine maintenance activities of printers KAU plans to procure during the contract period.
 - S3.** Any printer/MFP maintenance activity assigned by Systems Manager inside the Vellanikkara/Mannuthy campus.
- The contractor agrees to the below mentioned SLA (Service Level Agreement (SLA) & Nature of work) for activities stated above
 1. All service requests will be logged to the complaint registration portal, where the firm will also have access to. The firm will have to constantly monitor and make sure that no service is pending beyond the permissible time limits.
 2. The firm should maintain a spare laser printer in good condition with filled cartridge and ample number of spare cartridges which can handle at least 300 print outs ready at DIS as replacement before the service person from the firm reaches.
 3. If any issue reported needs more time to resolve or the device needs to be taken outside the campus, a suitable replacement printer needs to be supplied by the firm at the concerned section.
 4. The firm needs to resolve / make an alternative arrangement till resolving the issue reported to them within 3 Hours during all working days of KAU. Issues reported between 9 AM to 2 PM should be resolved on the

same day and complaints reported after 2PM to be resolved before 11 AM on next working day.

5. Quality of the print out/photo copy is critical in all copies so as to meet the quality requirement of the concerned department. The firm have to make sure that the quality is maintained for at least 300 prints from the completion of last service call.
 6. Suitable precaution should be taken to make sure that, the printers identified by the Systems Manager as critical (VC, Registrar, Directors, Fair Copy etc.) needs to be always kept ready to take atleast 300 pages. Period checks should be carried out on those devices for the same.
 7. The printer, cartridge etc should be maintained clean and tidy at all times and utmost care must be taken to avoid any leakages/ ink spreading/ dust inside or on outer body after executing service request.
 8. 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, DIS, KAU on a daily basis. A monthly consolidated report of work mentioning each support call must also be submitted to Systems Manager, DIS, KAU.
- The contractor agrees to the penalty for noncompliance with SLA & Termination conditions outlined below
 1. Failure to observe SLA condition (2) will attract a penalty of Rs 500/- on per day.
 2. Failure to observe SLA condition (3) will attract a penalty of Rs 1000/- on per day.
 3. Failure to observe SLA condition (4) will attract a penalty of Rs 500/- on each occurrence.
 4. Failure to observe SLA condition (5) will attract a penalty of Rs 500/- on each occurrence.
 5. Failure to observe SLA condition (6) will attract a penalty of Rs 1000/- on each occurrence.
 6. Failure to observe SLA condition (7) will attract a penalty of Rs 1000/- on each occurrence.
 7. In the event of the firm unable to meet the service demands for a period of more than 5 working days, the contract is liable to be terminated prematurely without notice.
 8. 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 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, DIS, 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.