



KERALA ELECTRICAL & ALLIED ENGINEERING CO. LTD.

(A Govt. of Kerala Undertaking)

Registered & Corporate Office, Mamala P.O, Kochi-682 305

Ph: 0484 2310012/13/14

www.kel.co.in; email : info@kel.co.in

TENDER NOTICE

Sub: Annual Maintenance Contract of Computers (Desktops & Laptops), Printers and Scanners at KEL Mamala, Corporate Office & Unit - Offers Invited - Reg.

Competitive offers are invited from experienced and reputed parties to undertake Annual Maintenance & Service Contract (AMC) of Computers (Desktops & Laptops), Printers & Scanners at Corporate Office & Unit of Kerala Electrical & Allied Engg. Co. Ltd. Mamala, with a view to ensure uninterrupted trouble-free functioning of the systems for a period of one-year including maintaining LAN, OS Support, Software back-up etc. Technically competent individual entrepreneurs who are desirous of undertaking the AMC can also participate in the tender subject to verification of their credentials etc.

The quotations are invited in two parts viz. Techno-Commercial Bid and Price Bid. Only those organizations which qualify in the Techno-Commercial Bid will be eligible to be considered in Price Bid opening.

In order to assess the technical feasibility and other details of those organizations, which are interested to participate, are requested to furnish the following details

1. Existing facilities available with the service provider to undertake the Annual Maintenance & Service Contract.
2. List of qualified personnel engaged as service technicians indicating their length of service in the organization.
3. List of organizations preferably Govt. organizations, presently service provider entered into AMC, indicating the number of computers and printers, period of contract and the name of contact persons with telephone number. In this regard, copies of relevant orders may be attached as proof.

Terms & Conditions

1. The contract will be for a period of one year from the date of P.O issued, unless extended further on mutual agreement.
2. The rates quoted must be inclusive of all taxes and the taxes should be shown separately for each system.
3. The AMC payment will be made on quarterly basis at the end of each quarter on satisfactory performance of the systems covered under AMC / prompt service of the service provider.
4. The AMC should include software complaints including warranty items.
5. **All service call should be attend within 12 hours and resolved within maximum period of 48 hours.**

6. In the event the service provider is not able to close the call within the above-stipulated time, a stand by system of similar or higher capacity in good working condition should be provided, failing which penalty would be levied as Rs. 200/- per working day per device.
7. Successful bidder has to enter into an Agreement on Stamp Paper work of Rs.200/- in this regard.
8. The company will have absolute authority to reject any offer without assigning reason thereof.
9. Parties who have undertaking similar Service Contract in other reputed organizations consistently will be given preference, provided they satisfy other conditions also.

Scope of work

1. The service provider has to ensure uninterrupted trouble free functioning of the Computers (Desktops & Laptops), Printers and Scanners (including LAN, OS Support, Software back up etc.) throughout the contract period by providing necessary technical service / maintenance / repair, supplying spares and software back up etc.
2. **AMC provider has to attend the complaints immediately after registering the complaint and standby arrangements with computers, printers etc. of equal or above configuration to be made in case the complaints could not be rectified within 48 Hours from the time of registering the complaints.**
3. **In the case AMC provider fails to carry out rectification of defects of various computers, printers etc. within reasonable time, company will be free to make alternate arrangements and at the risk and cost of AMC provider.**
4. The preventive maintenance of all equipment under AMC to be carried out in each quarter for extra life of the equipment without additional cost.
 - a. Physical cleaning of the monitor, CPU, Keyboard, Mouse, Printer and any other associated peripherals.
 - b. Run scan disk, Disk clean up utility, Registry clean up, Disk defrag (if required).
 - c. Remove temp internet files, cookies, ad wares and spy wares.
 - d. Operating System updates
5. The full responsibility regarding the smooth functioning of all the system in the AMC will be vested on the service provider and any claim for replacement of spares / enhancement of rates will not be entertained during the contract period. No parts of the systems covered under AMC are exempted from repair / replacement, irrespective of the age / make / model of the equipment / system.

Sl. No.	Item		Qty.	
			Corporate Office, Mamala	Mamala Unit
1	Computer	Without Warranty	22	61 (Including 1 No. Server System)
		Within Warranty	0	
		Laptops	3	
2	Printer & Scanner	Laser Printer	1	19
		Multi-Function Laser Printer	0	6
		Ink Tank Printer	7	5
		Dot Matrix Printer	1	1

	Scanner	3	2
--	---------	---	---

Interested parties may submit the Techno-Commercial Bid and Price Bid in separate sealed covers to the undersigned before **23.11.22, 4:00 PM. Techno-commercial bid should contain the signed and stamped copy of the tender notice and Annexure I.** The detailed list of equipment (Annexure II) shall be provided on request. Interested parties may contact the undersigned between 11 AM to 3 PM on all working days to get permission to visit our company for the assessment of our computer system. The Techno-Commercial Bid will be opened on **24.11.22** and Price Bid opening date will be communicate by e-mail.

Details of contact persons-

1. Aravind S Nair, Manager, Mamala Unit – Mob. 9496336741, email- aravind@kel.co.in
2. Ajith, Corporate Office, Mamala - Mob. 9447103842, email- it.corporate@kel.co.in

Kochi-682 305
16/11/2022

Sd/-
General Manager (P&A)

ANNEXURE – I

DEVIATION TO TECHNICAL & COMMERCIAL CONDITIONS

Sl. No.	Description of Deviation (Technical & Commercial)

Name, address, mobile No. & email-id of the Bidder