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SECRETARIAT OF THE KERALA LEGISLATURE

No.19706/AcD1/2015/Leg

Thiruvananthapuram

21.07.2016

QUOTATION NOTICE

Sealed Quotations are invited for the Annual Maintenance Contract of 204 UPS equipments (Purchase value and maximum admissible AMC rate of UPS are detailed in ANNEXURE 1) installed at Legislature Secretariat.

Intending bidders may submit quotations on their own papers. Quotation should reach the undersigned before 11.30 am. on 29-07-2016 . Late quotations will not be accepted. The quotations will be opened at 3.30 pm on the same day in the presence of such bidders or their authorized representatives who may be present at that time. The maximum time limit required for servicing the equipment should be mentioned. The rate quoted should be inclusive of all charges. The Secretary, Kerala Legislature Secretariat reserves the right to accept, reject or postpone any or all of the quotations without assigning any reasons whatsoever.

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UnderSecretary II (Accounts),
for Secretary.

For more details, visit our website www.niyamasabha.org

Terms and Conditions

1. Amount quoted should be inclusive of all taxes.
2. Duration of Contract will be one year from the date of intimation of acceptance of proposal for AMC.
3. The vendor shall be registered as a company under Companies Act.
4. The vendor shall have sufficient infrastructure to cater the service; they shall have sufficient financial and manpower strength in specific terms as follows;

(i) Turn over of the vendor during the last financial year shall be 5 times the value of the contract.

(ii) The vendor shall have an office in the same district where the equipment is located.

(iii) The vendor shall be an Authorised Service Provider (ASP) for Original Equipment Manufacturer (OEM) brand equipments.

(iv) The vendor shall provide complaint booking over phone during 8 a.m. to 8 p.m. on all Government working days.

5. The strength of Service Engineer/Technician for a particular Annual Maintenance Contract (AMC) shall be a ratio of one Engineer/Technician per 50 numbers computers or printers or other equipments.
6. They shall have experience in the same field for minimum three years and they should have handled a minimum of 3 AMCs in the past.
7. The vendor shall have sufficient communication facilities such as land phone, mobile phone, fax and on-line complaint registration facility.

8. The vendors shall have Original Equipment Manufacturer (OEM) certified service Engineers/Technicians in the case of AMC of IBM/ACER/Similar make equipment/Services.
9. In the case of a back to back AMC business with others, such contract shall be informed well in advance to the customer awarding AMC. However this is not applicable in the guarantee period, where the service support is by Original Equipment Manufacturer/their Authorised Service Provider.
10. The scope of AMC must be as follows:
 - (1) Monthly inspection and clearing ;
 - (2) Quarterly preventive maintenance ;
 - (3) Service level break down maintenance ;
 - (a) Critical equipments : complaints shall be cleared in 24 hours.
 - (b) Non-critical equipments : complaints shall be cleared in 72 hours.
 - (c) Vendor shall do all call logging and provide quarterly reports.
11. The Company shall have well equipped service centre in the city/town where the service is needed. In the case of state wide service, they shall have at least one centre in each district.
12. AMC to be awarded on the report of the officer or authorised person of the awarding customer. If found necessary, the facilities in the centre and the infrastructure of the company will be verified by the customer awarding AMC.
13. The AMC charges for the equipment/service shall be as follows :-

For equipments having 1 year warranty

First year AMC : Maximum 6% of the purchase price

Second year AMC : Maximum 7% of the purchase price

Third year AMC : Maximum 8% of the purchase price

Further AMC : Maximum 8% of the purchase price

For equipments having 3 years warranty

AMC charges shall be maximum 8% of the purchase value

- a. For any modification or repair with modified parts components (where the product or part or component has become obsolete) liability of customer is limited to paying the cost of item only.
- b. In case of full time manpower support as in the case of Network/Internet services amount shall be fixed after mutual discussion between clients or scrutinizing with the help of experts.

AMC Period

One year from the date of intimation of award of contract

ANNEXURE 1

Item	No. of machines	Purchase Value (Rs)	Admissible AMC (@ 8%)
1 KVA	4	99960/-	7997/-
5 KVA	1	139000/-	11120/-
500 VA	27	83700/-	6696/-
500 VA	45	117000/-	9360/-
3 KVA	2	104207/-	8336/-
5 KVA	1	70345/-	5627/-
1 KVA	1	107466/-	8597/-
3 KVA	2		
5 KVA	1	60000/-	4800/-

600VA	2	4000/-	320/-
600VA	118	191054/-	15284/-
Total	204	976732/-	78139/-
VAT @ 14.5% of 50% of AMC Amount			5665/-
Service tax @ 14.5% of 60% of AMC Amount			6798/-
MAXIMUM AMOUNT ADMISSIBLE			90602/-

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Under Secretary