

No.KSU/e-Gov/AMC-COMP/2023-24/

Date: 03.01.2024

**INVITING QUOTATIONS FOR COMPREHENSIVE A.M.C.OF
COMPUTERS, PRINTERS AND PERIPHERALS**

Comprehensive Annual Maintenance Contract (Comprehensive Annual Maintenance means maintenance and replacement of each and every damaged parts of items mentioned below) Contract of the following items along with peripherals & networking of this office.

Table 1.

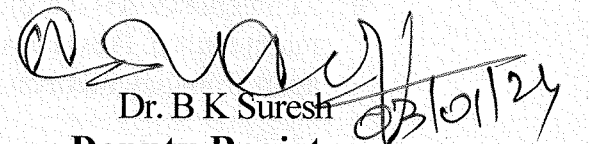
SL No.	Description	Qty
1.	Desktop Computers (HP, Lenovo, Dell)	30
3.	Canon IR Xerox Machine	03
4.	Printer (HP, Brother, Samsung, Canon)	08

Authorized eligible firms may submit Quotations. Consumable items like Printer refills, toner, cartridge tapes and stationery, etc will not be included in AMC. The interested parties may send their quotations as specified below:

The Quotation should be in sealed covers duly superscribed as "**QUOTATION FOR COMPREHENSIVE A.M.C. OF COMPUTERS, PRINTERS AND IT PERIPHERALS.**" The rates quoted should be written in words as well as in figure. The firm should append their signature with seal and name on the quotation to be submitted by them. **Firms should submit a copy of PAN/TAN card and GST Certificate.**

Sealed Quotations should be addressed to "Registrar, Karnataka Samskrit University, Pampa Mahakavi Road, Chamrajpet, Bangalore 560018" and must reach by 3.00 pm on 16/01/2024. The lowest rates quoted will be intimated accordingly. Quotations received after stipulated date and time shall not be entertained.

By Order



Dr. B K Suresh

Deputy Registrar

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Karnataka Samskrit University
Chamarajpete, Bengaluru-560018

Qualifying Criteria for Participating in Tender:

In addition to the willingness to abide by the aforesaid terms and conditions , the following points are mandatory for qualification. Relevant documents to substantiate claims should be provided along with the tender.

1. The firm must be expertise in preventive on-site maintenance and repair of servers, Desktop computers, laser, inkjet printers, scanners, laptops, projectors, associated peripherals, network components and other hardware parts and accessories.
2. Full-service facility including components level servicing should be within Bangalore.
3. 3 years standing in the market supported by documents.
4. The Company profile along with client list with copies of documentation in terms of AMC's, satisfactory certificates etc., along with complete reference contact information of clients.
5. Authorized service provider certificate from OEM's, if any may be provided.

TERMS & CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTAINANCE CONTRACT FOR COMPUTER AND PERIPHERALS

1. The AMC for the computers and peripherals shall be for a **period of one year**. The total AMC chargers will be paid in a 4 quarterly installments after completion of each quarter. This Comprehensive AMC includes servicing and maintenance of equipments mentioned under AMC. The exclusion would be namely Toner cartridge for laser jet printers and faulty spare parts.
2. Work Procedures: The AMC provider shall operate as per the specified guidelines and follow all documentation procedures as mentioned by the Registrar, KSU. The firm shall maintain at KSU, a log book and record therein each indent of equipment malfunction, date and time of reporting of fault and of commencement and successful completion of repair work performed on the equipment, the date and time of closing the compliant call countersigned by person of the firm & by the System Analyst of KSU/ANO-e-Governance. This register would be periodically submitted to the System Analyst and Nodal Officer-e-Governance at KSU for scrutiny.
3. The rates quoted will remain in force for the full period of the contract . No demand for revision of rates on any account shall be entered during the contract period. It will be at the discretion of the Registrar, KSU, to extend the term of the agreement beyond the contractual period of one year on the same terms and conditions for a further period, if necessary.
4. Maintenance service should consist of both preventive and corrective maintenance. Preventive maintenance should be done at least once every month apart from any number of breakdown calls.

Preventive maintenance:

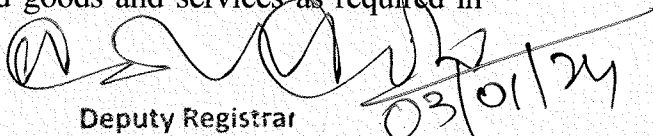
The following operations should be performed during preventive maintenance undertaken atleast once every month:

- a. Physical cleaning of the monitor , CPU, Keyboard, Mouse , speaker, 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. Upgrade the antivirus patches and critical updates for the O.S.

The necessary software drivers for the machines should be made available by the maintenance provider.

Corrective Maintenance:

- a. The breakdown calls should be attended within 2 hours on the same day with necessary standby machines if necessary. Standby system should be provided without fail during the breakdown time, if the period for rectification/ replacement is more than 24 hours from the time of problem logging.
- b. Maintenance contract will include replacement of all faulty physical components of the equipment under AMC as mentioned in table 1. The same stands applicable for components of printers and other peripherals also.
- c. The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the workshop, this office shall not make any payment towards cartage and expenses for the to & from transportation. The said cost and risk of transportation to & from the workshop shall be that of the firm undertaking the AMC.
- d. Data recovery from crashed machines / provision of standby machine with due data swaping should be undertaken. In case of breakdown or crash of HDD along with replacement of the disk, the contractor will also undertake the installation of any standard OS, Application softwares as required and transfer the user data from backup media or across network.
- e. All components replaced by the contractor will be of equivalent or higher capacity and quality. Further if any replaced component is not compatible with the existing system, contractor will undertake to upgrade / replace the subsidiary / supplementary component also. The firm shall maintain the equipments as per manufacturers guidelines and shall use standard components for replacements. In case of an instance of sub-standard repair /replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.
- f. The Agency should undertake to maintain adequate stocks of spares, accessories at their local Bangalore office and other required goods and services as required in connection with the Services.


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Networking :

Software Support :

The contractual partner in co-ordination with the system administrator should be capable of configuring / maintaining entire LAN networking including

- Win 2000 , Mailing server, Web server, Proxy server etc as per requirement .
Expertise in configuring firewalls required. Configuration for periodic back ups on the servers should also be undertaken.

Installation & configuration of Application softwares in server / client machines.

- Creation of Users, User Login Script, User Home Directory
- Assigning rights to Work Groups, Printers and Directories for the users

Hardware Support:

Trouble shooting / reconfiguration of the existing Networking switches / nodes , re crimping , re cabling of existing points if required should be covered.

Late deliver Clause (LD clause) :

The turn around time to provide a standby unit / rectify the problem is 24 hrs from the time of problem logging ; failing which the time to set right the problem shall be computed for each call registered . the AMC for the entire setup of computers/peripherals of the institute shall be extended by the cumulative time thus computed at the end of the Contractual year. No charges shall be paid for this extended tenure.

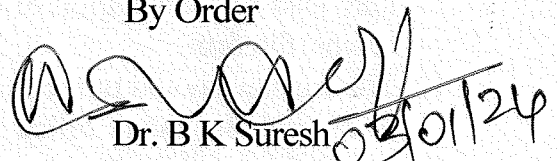
Premature closure of AMC :

If the AMC services provided by the contractual service provider are not found to be satisfactory , one month advance notice shall be provided before the termination of the contract.

On expiry or termination of the contract, the firm shall hand over all the systems in perfect working condition, failing which liquidated damages will be deducted from the service provider.

A COPY OF THE ABOVE TERMS AND CONDITION DULY SIGNED BY THE TENDERER IN TOKEN OF HAVING UNDERSTOOD AND AGREED TO THE SAME HAS TO BE ATTACHED WITH THE TENDER. FURTHER NO OTHER TERMS AND CONDITIONS SUBSEQUENLTLY FURNISHED BY THE FIRM SHALL BE CONSIDERED VALID.

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