



KERALA UNIVERSITY OF FISHERIES & OCEAN STUDIES
കേരള ഫിഷറീസ്-സമുദ്രപഠന സർവ്വകലാശാല

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GA11/10709/2019

Dated: 02/2025

TENDER NOTICE

Competitive tenders are invited for the "**Comprehensive Annual Maintenance Contract (AMC) for Computers, Laptops, Servers, and Printers installed at the Kerala University of Fisheries and Ocean Studies (KUFOS)**".

Event	Date & Time
Last date & time for receipt of tender	14.03.2025, up to 11:00 AM
Date & time of opening of tender	14.03.2025, at 11:30 AM

The envelope containing the tender should be superscribed as "**Tender for the Comprehensive AMC for Computers, Laptops, Servers, and Printers installed in the University: GA11/10709/2019**" and should be addressed to the Registrar, Kerala University of Fisheries and Ocean Studies, Panangad, Kochi - 682 506, Ernakulam District .

The tender form can be downloaded from the official website of KUFOS. **The tender cost is 0.2% of the quoted amount (subject to a minimum of ₹400/- + 12% GST) , and the Earnest Money Deposit (EMD) is 1% of the quoted amount (subject to a minimum of ₹1500/-) .** These amounts must be transferred via e-payment to SB Account No. 67149674791 with State Bank of India, Vyttila Branch (IFSC Code: SBIN0070517), favouring 'the Finance Officer, KUFOS' , and proof of payment must be attached with the offer. More details can be obtained from the Computer Cell, KUFOS, on all working days with prior permission.

The University is eligible for GST relaxation as per Notification No. 45/2017 Central Tax (Rate) dated 14.11.2017 and has a GST Registration Number: 32AAAGK0031Q1DU. The quoted rates should be firm and inclusive of all taxes, with a validity period of 60 days from the date of the work order.

All terms and conditions applicable to University/Government quotations and tenders shall apply to this tender as well. The Registrar reserves the right to accept or reject any tender, in whole or in part, without assigning any reason.

REGISTRAR

The Comprehensive AMC Details:

Category	Specifications	Quantity	Brands/Models	
Computers	Core i7	20 Nos.	-	
	Core i3	147 Nos.	Dell, Wipro, Acer, Keltron	
	Core i5	155 Nos.	Keltron	
Laptops	Core i3	34 Nos.	Samsung(11), HP(22), Sony(1)	
Printers	EPSON M2170	10 Nos.	EPSON	
	HP LASERJET M233SDW	7 Nos.	HP	
	EPSON M15140	5 Nos.	EPSON	
	HP LASERJET M208DW	4 Nos.	HP	
	EPSON L6460	3 Nos.	EPSON	
	EPSON M1140	1 No.	EPSON	
	CANON MS30108	1 No.	CANON	
	Laser All-in-One Printer	3 Nos.	-	
	Laser Printer	1 No.	-	
	HP Laser Printer 1007	3 Nos.	HP	
	Servers	IBM-2006 Model	1 No.	IBM
	Onsite Support	Full-time Hardware Engineers	2 Nos.	Required at site

1. The Contractor shall depute **two** qualified, experienced engineers to attend maintenance calls full-time at our site for all working days during office hours and, if required, on holidays as well. The engineers must report to the System Manager every working day, irrespective of whether service is required or not.
2. The Contractor shall not replace the designated service engineers during the contract period. If any engineer is on leave, the Contractor must provide a replacement on that day to ensure that two engineers are always available full-time at our site. Failure to provide a replacement or service will result in a penalty of **0.25% of the AMC amount per engineer per day of absence.**





3. A proper record of complaints must be maintained by the AMC Vendor. Complaints should be recorded in the IT services log book, with the status updated as and when rectified.
4. Machine downtime should not exceed 24 hours from the time of reporting the fault. If the issue takes longer, a fully functional standby or replacement, including attached peripherals, must be provided.
5. All unresolved or unattended issues beyond the stipulated time frame will attract a penalty of **0.5% of the AMC amount**.
6. Adequate spare machines and other necessary spares must be kept at the office premises to facilitate temporary replacement of faulty PC components, ensuring functionality within two hours.
7. Spare parts supplied by the contractor as replacements for irreparable components must be brand new, original, equivalent, or advanced models from reputed manufacturers. Used or repaired spare parts will not be accepted.
8. If any system or component needs to be taken out of the office for repairs, a standby system or component of similar configuration and quality, acceptable to this office, must be provided on a returnable basis.
9. The contractor will be responsible for the transportation and delivery of systems/subsystems under repair. Such hardware should be repaired and returned to the satisfaction of the user/IT department within a maximum of ten days.
10. Monthly preventive maintenance must be carried out in addition to attending to specific complaints. A comprehensive report must be submitted by the contractor to the IT department, with entries also recorded in the IT service log book.
11. The contractor must provide a quarterly report detailing the work done, including actual expenditure incurred for each support request, to the System Manager for accounting and assessment purposes.
12. It shall be the responsibility of the AMC Vendor to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the office after expiry of the contract. In case any damage is found, the AMC Vendor is liable to rectify in even after the contract.
13. If machines covered under this agreement are not attended to for repair within the specified time frame, this office reserves the right to get them repaired by a third party. The cost incurred will be billed to the AMC vendor in addition to any applicable penalties.

REGISTRAR

Encl: As above

To: Notice Board / The Senior Programmer for website publishing

Copy to: SO Cash / SF