

**Inviting Expression of Interest (Eoi) for the Annual
Maintenance Contract of Computer systems, Laptops,
Printers, Scanners, LCD Projectors etc**



KSCSTE-Malabar Botanical Garden and Institute for Plant Sciences

GA College PO, Calicut – 673 014, Kerala, India

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www.mbgips.in



Expression of Interest (Eoi) is invited from the SERVICE PROVIDERS for ANNUAL MAINTENANCE CONTRACT (AMC) for the Inviting Expression of Interest (Eoi) for the Annual Maintenance Contract of Computer systems, Laptops, Printers, Scanners, LCD Projectors etc installed at the KSCSTE-Malabar Botanical Garden and Institute for Plant Sciences main campus as well as its beach campus (near Beach Hotel, Calicut). The service is required initially for a period of one year. However, AMC for multiple years will also be considered.

SERVICE PROVIDERS having their facilities & spares centre at Calicut, Kerala only need to apply. The KSCSTE-Malabar Botanical Garden and Institute for Plant Sciences has Desktop PCs, Laptops, LaserJet Printers, Inkjet Printers, LCD Projectors and Scanners. All these Systems are proposed to be brought under Annual Maintenance with single service provider with the terms and conditions specified herewith.

The List of Computer Systems and other peripherals are given in Annex-I. Clarifications, if any, may be sought from the Director, KSCSTE-Malabar Botanical Garden and Institute for Plant Sciences in person or through telephone on 0495 - 2430939.

Eligibility for submitting the Eoi

1. The firms should have their facilities & spares centre at Calicut, Kerala
2. The firm should have a minimum 5years experience in servicing and maintaining such systems preferably in Govt Organizations/educational Institutions. Necessary documentary proof should be submitted to the satisfaction of the Board along with the Eoi.
3. The firm should have their own resident engineers for maintenance of computer systems and Engineers must be on the permanent rolls of the vendor's firm.

Other terms & Conditions

- a. Maintenance service includes OS installation and maintenance and other related activities on-site maintenance and repair, replacement of spares if required.
- b. Sufficient number of spares/drivers for the systems should be available with the firms for the proper maintenance of the system within 24 hours.
- c. If there is need for off-site service of any system, a standby of similar make/model must be provided at no extra cost.
- d. Penalty of 1% of the AMC amount will be levied for any downtime exceeding 24 hours.
- e. The firm should assign the details of the person responsible for the maintenance of the system at a single contact point and he should be



provided with cell phones (minimum TWO contact numbers) for easy access by the users.

- f. Preventive Maintenance should be done every month.
- g. The payment of AMC will be made at quarterly/half yearly intervals and on commencement of the quarter/half year as decided by the Institute.
- h. The Institute reserves the right to terminate the AMC, at any time if the performance is not satisfactory during any quarter/half year. In such an event the vendor should ensure restoration of all the spares & computer peripherals taken away for repairs, duly repaired.
- i. The successful vendor shall execute an agreement in stamp paper with Rs. 200/- for satisfactory fulfilment of contract and is mandatory.
- j. Representation for enhancement of price once accepted will not be entertained in any case.
- k. The price quoted should be inclusive of all taxes, duties, cesses etc. The complete responsibility for smooth functioning of all the Computers and peripherals under this contract shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of the contract.
- l. The AMC being Non-Comprehensive shall include services and repairs of defective parts of any kind. The software maintenance support includes operating system support, corrective and preventive maintenance.
- m. The contractor would carry out preventive maintenance of Computers and peripherals once in every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of machines on quarterly basis.
- n. The charges for repair and maintenance/replacement of defective parts/components of the Computers and peripherals, if any, shall be borne by the contractor during the period of the contract. To the extent possible, all repair and maintenance work would be carried out in this office premises only. Wherever it is not possible to conduct the repair within the office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
- o. No transportation charges/cartage for removal of any component to the workshop for repairs and back to office for installation shall be separately payable to the contractor over and above the amount payable to the contractor under the contract.
- p. The service provider will replace necessary parts, with equivalent or updated / branded parts, free of cost, if found defective, provided by the office. In case of replacement, the defective spares covered under this contract shall remain the property of this office.
- q. The vendor shall provide all assistance in up-gradation of hardware / software as and when required during the period of A.M.C.



- r. Software support with reference to installation of WINDOWS 7/ Window 8/8.1/10, word processing software, spread wheel software, database software, EXCUS software, DTP software, presentation software, MS Office, 2003/2013/2016, antivirus etc. or any latest version of the same, support be provided in case of any problem is reported by the user.
- s. The designated Officer or any representative of the Institute will be authorized to lodge the complaint to
The agency/firm on Telephone call /SMS or in written form. Response time in call registered should not be more than 24 hours from the time of reporting. In case of failure on the part of vendor to put the system (Computer/Printer etc.) in working condition, a penalty of Rs.1000/- per day shall be imposed which will be deducted from the quarterly payment of the A.M.C. to the vendor. However, the penalty clause will not be applicable if a standby system/ computer peripheral is provided by the contractor firm.
- t. The payment for last quarter would, however, be made only on successfully handing over the Desktop Computers, printers etc. in a working condition and status to the next year's contractor. However, if the defects, shortcomings noticed during next year's Handing over/Taking over are not set right by the successful vendor of this tender notice then the same will be done by the Department through other means and cost towards that would be deducted from the last quarter bill to be paid to them.
- u. The Technicians of the vendor shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which will be checked before the quarterly payment of the bill submitted by the vendor for payment.
- v. In case, the service is not found satisfactory this office will terminate the contract on its own and accordingly the contractor will be informed.

SUBMISSION OF EoI:

Those who are interested may visit the Institute for the physical inspection of the systems before submitting the EoI. The EoI may be submitted to the address given below on or before **13.07.2021**

The Director,
KSCSTE-Malabar Botanical Garden and Institute for Plant Sciences,
GA College PO, Kozhikode, Kerala 673 014, India
Tel : 0495 2430939;
Email : malabarbot.garden@gmail.com



Annexure-1

Computer and Accessories		Printers and Scanners	
Sl No	Details		
1.	DELL Desktop- Core i5 Model- VOSTRO	1.	Laser Printer Make - Canon Model - LBP2900B
2.	ACER DESKTOP- Intel core i3 Model- VERITON	2.	Laser Printer Make - Canon Model - LBP2900B
3.	ACER DESKTOP- Intel core i3 Model- VERITON	3.	Laser Printer Make - Canon Model - LBP2900B
4.	ACER DESKTOP- Intel core i3 Model- VERITON	4.	Laser Printer Make - Canon Model - LBP2900D
5.	ACER DESKTOP- Intel core i3 Model- VERITON	5.	Laser Printer Make - Brother Model -DCP-L2520D
6.	ACER DESKTOP- Intel core i3 Model- VERITON	6.	Colour Printer Make - Thoshiba Model - eStudio3015AC
7.	ACER DESKTOP- Intel core i3 Model- VERITON	7.	Colour Printer Make - Brother Model - DCP T500W
8.	ACER DESKTOP- Intel core i3 Model- VERITON	8.	Colour Printer Make - Brother Model - DCP T500W
9.	Hp DESKTOP -dual core Model-Pavilion	9.	Scanner Make-Canon Model- DR-C225 II
10.	Samsung Monitor CPU- Assembled	10.	Scanner Make- EPSON Model- Expression 12000XL
11.	ACER DESKTOP- Intel core i3 Model- VERITON	11.	Laser Printer Make - Brother Model - DCP-L2520D

