



No. DIS/A1/242/2022

Dated: 27-08-2022

Sub: - Annual Maintenance Contract of the IT Infrastructure at the KAU Headquarters building, DIS, Directorate of Education, DoP, DPP & Student Hostels reg.

TENDER NOTICE

Sealed super scribed tenders are invited for providing Annual Maintenance Contract of the IT Infrastructure at the KAU Headquarters building, DIS, DOE, DOP, DPP & Student hostels. The firm will have to carry out the following services (A1 to A8) for the period of contract.

A1. The firm will have to supply an engineer who will be stationed at KAU from 9 am to 5 pm and will be attending to the support calls with own transportation facility if required.

A2. The supplied Engineer will carry out routine Hardware & Software maintenance activities at the KAU Headquarters building, DIS, DOE, DOP, DPP & all 9 students' hostels in Vellanikkara campus. The spares required if any will be purchased by the concerned firm to rectify the fault. Approx. number of Desktops & Laptops to be taken care of is around 300. Exact details of the systems like make and model, configuration, age, present status etc. can be obtained by contacting the Director, DiS, KAU.

A3. Maintenance of the network infrastructure including OFC, LAN, Switches, Routers, Firewall, Wi-Fi etc. and connectivity inside the Vellanikkara Campus.

A4. Maintenance of Servers at KAU data center

A5. Content updation of the KAU website.

A6. Maintenance of the IP Phone instruments & lines inside the campus. Approx. no. of units is 230.

A7. Attending to WiFi connectivity of KAU hostels.

A8: Any other ICT related works campus assigned by the Systems Manager.

Service Level Agreement (SLA) & Nature of work

A1: The call for service should be attended within 1 Hours or less. This will involve troubleshooting of the Hardware systems both Laptops and

Desktops along with OS, Software and Antivirus ecosystems under Windows & Linux.

A2: The call for service should be attended within 15 minutes or less. This will involve the troubleshooting the WAN, LAN & Wi-Fi connectivity inside Vellanikkara campus, and the Campus Area optical fiber network, which extends over a span of approx. 6 km end to end.

A3: The call for service should be attended within 15 minutes or less. This will involve maintenance of Windows servers (2012 & above), Linux servers (Red hat, Cent OS & Ubuntu) and other software normally used by KAU.

A4: This will involve web content creation using Drupal. The call for service should be attended before 5 PM on the same day.

A5: The call for service should be attended within 2 hours or less. This involves troubleshooting IP phone lines and instruments within the KAU campus.

A6: The call for service should be attended within 1 hour or less.

A7: The call for service should be attended within 15 minutes or less.

Pre-Qualification Criteria for firm

1. Bidder should be, a Company registered in India or Registered Partnership /proprietary firms. Proof to be attached: Copy of valid Registration Certificates/ Copy of Certificates of incorporation.
2. The bidder should have a registered GST where his business is located Proof to be attached: Copy of Registration Certificates
3. The bidder should have a registered Income Tax / PAN number. Proof to be attached: Copy of Registration Certificates.
4. Bidder company should have minimum 5 year experience in similar works related to Govt./ University organizations. Relevant documents for proof of the above should be attached.

Pre-Qualification Criteria for Site Engineer

1. The company accepting the tender must supply one qualified human resource as site engineer with atleast 5 years of domain expertise, with acceptable proofs to be submitted. He should be capable of carrying out the works mentioned in A1 to A8 stationed at KAU from 9AM to 5 PM.
2. Resources supplied should have sufficient expertise in networking and hardware maintenance. Valid industry certifications in the domains H/w maintenance / Networking/ OS etc will be desirable.
3. The resource should arrange their own transportation to cover the span of the network.
4. The resource should be able to handle Windows & Linux OS under desktop and server environments. He should be fluent in networking installation and maintenance.

EMD, Cost of Tender Form & Security Deposit

1. The tender form may be downloaded from the “Tender Related Documents” section in the KAU website (www.kau.in/tenders).
2. The cost of the tender form is 0.2% of the cost of the tender rounded to the nearest multiple of 100, subject to a minimum of ₹400 and maximum ₹1,500 + 18% GST. The cost of tender form must be paid by way of DD in favour of Director, Directorate of Information Systems, KAU Main Campus, payable at SBI, Vellanikkara. Tax amount should be specified separately, while submitting the tender.
3. Earnest Money Deposit to be remitted is 1% value of the quoted amount, subject to a minimum of ₹1,500 by way of a crossed Demand Draft (separate DD for tender fee & EMD) in favour of the Director, Directorate of Information Systems, KAU, drawn on the State Bank of India, KAU Campus. Firms who are exempted from the payment of EMD should furnish copy of the currently valid certificates issued from Stores Purchase Department, Government of Kerala.
4. On awarding the tender, the firm have to submit a security deposit worth 10% of the total value of the contract by way of TDR in favour of the Director, Directorate of Information Systems, KAU, Vellanikkara.

Tender Submission

1. Intending tenderer may submit their offers on their own letter pads. Tenders super scribed "**Tender for the Annual Maintenance Contract of the IT Infrastructure at KAU Headquarters**" should be sent to the Director, DIS, KAU Main Campus, KAU P.O, Thrissur, 680656, Kerala so as to reach before **11.00 a m. on 12-09-2022**.
2. Offers received after the last date and time are liable to be rejected.
3. The offer submitted should be accompanied by DD for cost of tender form & EMD drawn separately.
4. An agreement as per format available in the KAU website (<http://www.kau.in/tenders>) under the “Tender Related Documents” should be submitted along with the tender.
5. All documents mentioned in the pre-qualification criteria for firm and man power should be submitted along with the tender.
6. Offers received without the required document attachments mentioned above are liable to be rejected.

Tender Opening

Date & Time: **3.15 p.m. on 12-09-2022** in the presence of the tenderers or their authorized agents who may be present at that time.

Venue: DIS, KAU HQR, Vellanikkara

If the date of opening happens to be a holiday due to unexpected circumstances like bandh, hartal, covid etc., tenders will be opened on the next working day at the same place and time.

Contract Period & Payment

1. Contract: For a period of one year. The firm has to quote the annual rate.
2. Payment: Advance payment of 50% of the quoted amount will be made to the firm on signing the agreement and remaining amount will be paid in two installments. First installment will be paid on completion of nine months of contract period. The remaining will be paid on successful completion of service period. Penalty for noncompliance with SLA will be deducted from each payment.

Penalty for noncompliance with SLA & Termination conditions

1. Each incident of SLA noncompliance reported will attract a penalty of Rupees 100/-.
2. If the quality of service carried out for activities A2 to A8 are not found satisfactory, will also attract a penalty of Rs 250/- on each occurrences found / reported.
3. Non availability of the human resource supplied for more than 3 working days consecutively will lead to termination of the contract.
4. In the event of premature termination of contract, any amount due to the firm will be forfeited and the firm will not be eligible for any compensation. The security deposit of the firm also will be forfeited as damages and cost of executing next tender. Such firms will be black listed from all future tenders of KAU.

Billing & Work reporting

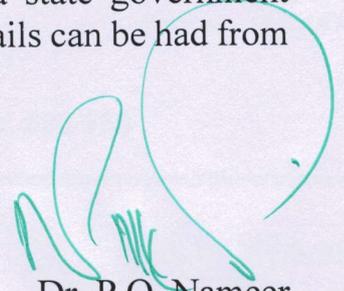
A NIL bill of work showing the actual service/support charge adjusted against the AMC charges should be submitted for each support call mentioning the Inventory ID/Seat of the Serviced Item to the Systems Manager, DIS, KAU on a daily basis. A monthly consolidated report of works mentioning each support call must also be submitted to Systems Manager, DIS, KAU

Other Terms & Conditions

The accepted tenderer will have to execute an agreement as per format available in the KAU website (www.kau.in/tenders) under the "Tender Related Documents" section on Kerala stamp paper of value mentioned in the format for the satisfactory fulfillment of the contract and remit security deposit of 10% of the total value of the contract by way of TDR in favour of the Director, DIS, KAU, Vellanikkara, failing which the order is liable to be cancelled and the EMD forfeited. Security deposit will be released after the successful completion of the contract period.

Offers will be evaluated taking into consideration the technical capabilities of the tenderer. Suitable methods will be adopted to assess the expertise level of the manpower resources offered. The undersigned reserves the right to accept or reject any/all offer/s without assigning any reasons whatsoever. All rules and

procedures normally applicable to purchases as per Kerala state government purchase rules will be applicable in this case also. Further details can be had from the office of the undersigned during working hours.



Dr. P.O. Nameer

Director of Information Systems

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27.8.22

To:

- 1) KAU Websit – www.kau.in
- 2) Notice Board
- 3) O/c

