

SREE SANKARACHARYA UNIVERSITY OF SANSKRIT, KALADY

No. 13703/Est/SSUS/2015

Dated: 16.01.2017

Request for Proposal

Request for proposals are invited by the undersigned for the AMC of ICT peripherals of the University as detailed below.

Sl.No.	ICT peripherals	Number
1.	Dot matrix printer	6
2.	Fax machine	4
3.	Line printer	2
4.	Laser printer	43+25(RCs)
5.	All-in-one printer	15 Brother
6.	Scanner	17+10(RCs)
7.	Server	10
8.	Desktop computer	224+80(RCs)

RCs- Regional Centres

The last date of submission of request for proposal in the office is 24.03.2017 at 3.00 P.M. and the same will be opened at 3.30 P.M. on the same day. The envelope containing the request for proposal shall be superscribed with request for proposal number and date. The University reserves all right to accept or reject all or any of the request for proposal without assigning reason whatsoever. The terms and conditions for request for proposal is detailed below.

- 1) The AMC including replacement of spare parts/peripherals should be placed to cover the Main Centre, Kalady along with all the eight Regional Centres viz Payyannur, Koyilandy, Tirur, Thrissur, Thuravoor, Ettumanoor, Panmana, Thiruvananthapuram.

- 2) Bidder should be registered under CST and/or have the Sales Tax Registration in the state. Also the bidder should submit certificate of valid Sales Tax/VAT Registration Certificate and Service Tax Registration Certificate.
- 3) Bidder must provide address of a minimum of four offices located geographically throughout the State of Kerala having offices with necessary registration so that the access of University Regional Centres can be ensured.
- 4) Bidder should attend the centres of complaints within 2-3 hours in the working day against the complaints raised.
- 5) Bidder should have local presence and have prior experience of successfully installing, configuring, manning and managing IT support services for at least 3 (three) BFSI/PSU customers in the last three years with a yearly contract value of 25 lakhs or more each. Provide Name, Designation, Contact details and address of a contact person for each reference. Also provide the details along with documentary proofs.
- 6) Bidder must be ISO certificate company registered under company act and may submit the proof for evidence.
- 7) Bidders should have a minimum of 50/75 engineers on direct pay roll in the State Proof like PF/ESI and documents to be provided.
- 8) Bidders should have a minimum of 3 or 4 number of full-fledged test and repair centre in Kerala with adequate stocks of spares and provide valid Sales Tax/VAT registration for these service centres.
- 9) The firms/companies should have at least 5 years of experience of undertaking Annual Maintenance Contract in Govt./PSU Banks/Financial Institutions handling over 1500 computers/peripherals. Certified copy of work orders/letters of award/contract copy along with letter of providing satisfactory services should be enclosed in the technical bid. All supporting documents like company registration certificate should be submitted.
- 10) The bidder should not have been blacklisted by any Govt. agency/Public Sector Bank in the past. A self-declaration by the bidder, on the company's letter head should be submitted along with the bid.

Sd/-
Registrar

Copy to

System Analyst for uploading in website