



Sree Padmanabha Swamy Temple

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Quotation for Comprehensive * Annual Maintenance Contract (AMC) for Computers & Printers

Sealed Quotations are invited for Comprehensive * Annual Maintenance Contract (AMC) for Computers & Printers of Sree Padmanabha Swamy Temple.

- The sealed envelope containing the Quotation should be super scribed as “**Quotation for CAMC for Computers & Printers**” and should be addressed to the Executive Officer, Sree Padmanabha Swamy Temple, Fort P.O, Thiruvananthapuram before 04:00 pm on 14.10.2024.
- Details of Computers & Printers to be covered under CAMC is provided in Annexure 1.
- Interested vendors may inspect the Temple computers & printers between 10.00 am to 1.00 pm & Evening from 04.00 pm to 06.00 pm except Saturday, Sunday and Holidays from 02nd Oct 2024 to 09th Oct 2024 and provide the detailed quotation for the same.
- The sealed quotations will be opened at 04:30 pm on 14.10.2024 at the Office of the Executive Officer in the presence of bidders who are present at that time
- Late receipt of Quotation (i.e.after due date and time) will not be considered.
- Rates must be quoted in figures & words in INR with all levies and taxes i.e.GSTIN, etc as per schedule.
- The bidder must have a support Centre operating in Trivandrum and complete details including e-mail address, telephone number for the same must be provided.
- Technical details, literature, catalogue etc. must be attached along with the quotation.
- The Quotation must include expenditure on equipment, accessories, installation and labour charges and any other related expense for making the facility functional.
- Each tender should be accompanied by an Earnest Money Deposit (EMD) of Rs.15,000/- by way of Demand Draft drawn in favour of the Executive Officer, Sree Padmanabha Swamy Temple, Fort P.O, Thiruvananthapuram. Late and incomplete tenders and tenders without EMD will not be accepted.
- Withdrawal of tender after its acceptance or submitting tender not according to the specifications will entail cancellation of tender.
- Tenders will be opened in the presence of tenderers who may be present at that time.

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- If the date of opening the tender happens to be a holiday due to unexpected circumstances, tender will be opened on the next working day at the same place at the same time.
- The Executive Officer has the right to accept or reject any or all of the offers without assigning any reason. The decision of the undersigned in finalizing the tenders will be final and binding.

*** This being a Quotation for comprehensive AMC only, Please DO NOT quote non comprehensive AMC.**

General Terms & Conditions:

1. **The Comprehensive AMC is on “as is where is basis” will include:-**
 - a) Maintenance of hardware, software, networking & other parts. This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient services of equipment during the contract period. Any problem arising due to hardware defect, software problem or resulting from virus will be covered in the maintenance. In case hard disk is taken for repair, responsibility of corruption in the back-up data will be borne by the firm. Losses if any will be compensated by the firm. In case the machine/part is required to be taken to the workshop the Temple shall not make any payment towards expenses for the to & fro transportation.
 - b) Preventive & corrective maintenance of all items.
 - c) Preventive maintenance against viruses, spywares, malwares and all unwanted softwares and removal of problems arising due to unwanted softwares and updation of antiviruses.
 - d) Onsite maintenance & repair of computers, printers, server, laptop, network components.
2. **Period of Contract:** The contract shall be valid for one year. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms & conditions.
3. **Payment Terms:** For all CAMC, the payment will be made on quarterly basis (25% of order value of CAMC) after completion of the said quarter, subject to their satisfactory performance, certified by the Temple.
4. **Replacement of parts:** Maintenance of the computers & printers includes supply & replacement of parts of same or higher configurations. In case of non-functionality of an item due to non-consumable item, the expenditure or replacement will be borne by the vendor in totality. Temple will not make any payment other than the AMC price mentioned in its clause.
5. **Statutory Levies:** The CAMC cost includes all statutory levies if any, charged by state or central Govt. for rendering this type of service.
6. **Quality of Spares:** The Parts/components used for repair/replacement by the vendor will be of the same/equivalent or higher make and functional capability as original available in the systems.
7. **Preventive Maintenance:** Periodical preventive maintenance will be made once every week by the vendor and this is to be recorded in the call/service register maintained by the Temple.
8. **On Duty 10.00AM** availability per day mandatory for the vendor.

9. **Response Time:** The system down time should not exceed 24 hours from the time at which complaint was made. If the down time is more than 24 hours, the vendor shall provide a standby system. In case the system is not repaired or an alternate system is not provided within 24 hours from the time of failure report, then the Temple may choose to get the same repaired or replaced from any other agency and the cost and expenditure incurred there in shall be recoverable from the vendor.
10. **Reporting Authority:** The service Engineer will be allowed to handle the respective equipment only with permission of the Executive Officer.
11. **Final Authority:** The final authority for payments will be Executive Officer.
12. Firm should have GST Number and other supporting document to establish that the firm has adequate experience in maintenance of Computers & Peripherals.
13. In case services are not satisfactory, this office shall reserve the right to foreclose or terminate the contract.

EXECUTIVE OFFICER

Annexure -1

1. North Nada

Printer – CNBIR9N328 –North Nada Counter Printer HP-HP Laser 1008a

Acer – Assembled Desktop

2. Agrasala counter

Lenovo – PG00G8HJ

Printer- HP Laser 1008a –CNBIR9N33J

3. Photo Counter

Acer – UXBHSS1513M2468875 – Mode No: version M200-HS10

Printer – IMPACT Thermal printer- PSC22420389

4. Kodimaram Counter

Dell – 5CSY3W2 (All in one)

Printer – HP laser 1008a- CNBIR9N2YY

5. Counter Incharge

Assembled – PC

Printer – 1 P1007

6. East Nada Counter

Dell – 5CRT3w2 (All in one)

7. Store

PC- Assembled

Printer- HP Laser Jet 1020 plus

8. Sastha Counter

PC – Assembled

9. Sreekariyam Office

PC – INA810VOSM – HP Prodesk 400GB

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10. West Nada Counter

PC – Assembled – 1

11. Vigilance Officer

Laptop – CND3502MON

Printer – HP Laser Jet ProP1108 plus, S/N: CNCJC10978

12. PRO Office

Dell – 5CSS3W2

Printer HP LaserJet

13. A.O. Office

Dell-5CST3W2

Printer – P1108 S/N:-VNF3262965

Office- Assembled PC -3

1. Printer's

1) HP-S/N – CNBKL74GOW

HP Laser Jet Pro MFP M26a

2) HP- S/N- CNBKL74GMH

HP Laser Jet Pro MFP M26a

3) HP Laser Jet 1020 plus

S/N: CNCFT12202

4) HP- S/N- CNBKL74G18

HP Laser Jet Pro MFP M26a

5) HP Laser Jet P1108

S/N-BNC7L04723

2. Dell – 5CVR3W2 – Optiplus 5060

Monitor – Philips

3. Dell – 5CVR3W2 – Optiplus 5060

4. Dell – 5CTVR3W2 – All in one

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5. Dell – 5CSQ3W2 – All in one
6. Hp Pro – 330 – S/N:- INA243R4M2
Printer HP Laser jet 1020 plus
S/N:-CNCH304476
7. Dell- All in PC – S/N:- 5CTR3W2
Hp-P1108 Printer –S/N:- VNF4V37155
8. Dell- All in PC –5CRY3W2
Printer – Epson L3210 S/n: XAGN487702
9. Dell – All in PC – 5CTQ3W2
Printer – Cannon image class MF 3010
 1. S/N:- QRQ47986
 2. F162100
- 10.Assembled –PC
Printer – HP laser Jet 1020 plus S/N:- CNCFX39223
- 11.Dell – All in one P.C-5CTS3W2
Printer – HP ink tank 315 S/N:- CN8AB4GORT
- 12.Dell – All in one – 5CRV3W2
- 13.Dell – All in one – 5CSR3W2
Printer – HPP1108 S/N:- VNF4V37076

Printer's (H.P)

1. CNB1R9N32J
2. CNB1R9N33J
3. CNB1R9N336
4. CNB1R9N33C

SERVER

1. Lenova System X 3650M5 S/N:- J32GRXR
2. Fortinet



3. APC UPS – 6KVA S/N:- SRCE6KUXI

1- Assembled – PC – Cloak Room – 1PC

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