

**DEPARTMENT OF LIBRARY & INFORMATION SCIENCE
UNIVERSITY OF KERALA**

**Thiruvananthapuram-695034
Re –accredited at the “A” Grade Level by NAAC**



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QUOTATION SCHEDULE

Type of Contract

1. This AMC shall be a Comprehensive AMC where the service and spares for repairing the system shall be borne by the CAMC contractor and the AMC covers the CPU, Monitors, Keyboard, Mouse and connecting cables.
2. The AMC covers 25 no of computers installed at the Department of Library & Information Science.

A Make..... Model

Scope of the work

3. The AMC provider shall depute one or more trained service engineer/ technician to attend the preventive/breakdown maintenance works
4. A Preventive maintenance shall be done quarterly by the AMC provider where it covers the general inspection, cleaning, checking etc..
5. A log book shall be maintained at the office of the Department of Library & Information Science, service engineer/ technician and the official of University shall sign during each visit
6. During a breakdown of the equipment, the official from the Department, University of Kerala shall inform the AMC provider over telephone or email ID and the AMC provider shall arrange one or more trained service engineer/ technician to attend the event..
7. The Service engineer/ technician shall attend the breakdown work between 10 A.M and 5 P.M. on working days within 24 hours including night hours but excluding government holidays- and rectify the problem and make the UPS function within 48 hours of registering the complaint.
8. In case the repair delayed beyond the above time frame, alternate arrangement shall be made by the AMC provider to replace the faulty system with a stand by equipment.

9. Labour and material cost for repair/ Replacement of spare parts such as monitor, CPU, CPU components, Keyboard, Mouse shall be covered under this CAMC.

Down time penalty

10. The AMC provider shall be liable for downtime penalty for the period beyond 48 hours of registering complaint at a rate of Rs. **25/-** per computer per day per complaint if unattended.
11. If any holidays occur within the first forty-eight hours of registering complaint, it will be excluded from calculating downtime penalty till the next working day.
12. If the University officials failed to make the equipment available for breakdown /repair, such time will be excluded from calculating downtime penalty.
13. The cumulative down time penalty will be calculated periodically and will be deducted from the security deposit furnished. The firm shall **compensate and pay whenever the** 50% of security deposit is deducted as downtime penalty to continue the AMC

Responsibility of the AMC provider

14. The AMC provider shall be available 24x7x365 to register and attend the breakdown **maintenance.**
15. The AMC provider shall **keep necessary spares of the** equipment for attending the **breakdown** and preventive maintenance works.
16. The AMC provider shall make available trained service engineer/technician **always**
17. Attend preventive maintenance work without invitation.
18. Provide telephone no. and email ID for registering the complaint and next higher official for escalating the complaint.
19. The CAMC shall continue with the new legal receiver subsequent to sale, name change, ownership **change or** any other format of change from existing company and the **agreement** will be binding to them also

Payment

20. The payment shall be made after remitting the security deposit and executing **agreement.**
21. The payment amount will be the bill released on production of Bills and receipts.

Force Major

22. Whatever contained in this **terms and conditions,** both parties are not liable to keep the **agreement** during events like natural calamity such as earthquake, lightning, flood, strike,

riot, explosion/damage of **batteries etc..**

23. Such period will be excluded from the performance period and for calculation of downtime penalty if any.

General terms and conditions

24. The participants shall be an experienced registered firm in repairing of Computer **systems.**
25. The Participants must have office and service engineers/ technician available in the Thiruvananthapuram.
26. Interested participants may be inspect the equipment installed in the Department, University of Kerala, SH Campus during office hours.
27. The quotation will be valid for a period of 90 days from date of its opening.
28. The successful bidder will be awarded the work and they shall execute an agreement in **non-judicial stamp paper** with **University of Kerala** after payment of 5% of total CAMC amount as security deposit in the form of DD or Bank guarantee.
29. In the event of unsatisfactory service by the vendor, the **University of Kerala reserves** the right to cancel the CAMC at any point of time and only pro-rate payment will be made for the service rendered.
30. The University of Kerala reserve the right to accept or reject any quotations received in partial or full without assigning any reason thereof.

31. Documents to be submitted in the quotation

- a. Registration details and address of firm.
- b. Details of offices/service centres in Thriuvananthapuram
- c. Previous three-year experience and certificates from the Government/public sector firms.
- d. Statement regarding the acceptance of the above terms and conditions
- e. Financial Quote in prescribed format.

Yours faithfully.




Head of the Department
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