



# COMPUTER CENTRE

University of Kerala

Re-Accredited by NAAC with A-Grade

Thiruvananthapuram - 695 034

Phone: 0471-2305801, 2386347,374, 373

e-mail: [kucc.director@keralauniversity.ac.in](mailto:kucc.director@keralauniversity.ac.in)

[www.kucc.keralauniversity.ac.in](http://www.kucc.keralauniversity.ac.in)

KUCC/2016/124

28/03/2016

## Quotation Notice

Sealed quotations are invited for the Annual Maintenance Contract of CCTV systems installed at Palayam and Kariavattom campuses of University of Kerala

Period of contract: one year from the date of signing the contract

The quotes should be super scribed "AMC for SAMSUNG CCTV system" and addressed to "the Director, Computer Centre, SH Campus, Palayam, Thiruvananthauram - 695034".

*Last date of receipt of quotes : 16 - 4- 2016 , 3:00 PM*

*Date and time of opening quotes : 3.30 PM on 16-4-2016*

The details are available in the tender notice given below.

**DIRECTOR**

DETAILED NOTICE INVITING QUOTATIONS FOR AMC OF SAMSUNG CCTV system

**Sub: Annual Maintenance Contract for the SAMSUNG CCTV system with its cabling installed in both Palayam and Kariavattom campuses of University of Kerala :- reg.**

Director Computer Centre invites sealed quotes from firms for Comprehensive Annual Maintenance Contract for the SAMSUNG CCTV system & its cabling; in the campuses of University of Kerala, Thiruvananthapuram. The firm should have sufficient infrastructure and expertise to maintain the systems. The annual maintenance contract will be for a period of one year. The site of the system for which AMC is to be executed is Palayam and Kariavattom and the systems can be inspected on any working day from 10.00 AM – 4.30 PM. The quotes must reach the authorized person on before the last date specified. Late quotes will not be accepted.

**Terms and conditions:**

1. The vendor shall have sufficient infrastructure to cater the service. They shall have sufficient financial strength and manpower.
  - a. The firm has their own service centre at Thiruvananthapuram to undertake repairs and servicing.
  - b. The vendor shall provide complaint booking over phone during 9 a.m. to 5.30 p.m. on all Government working days. All the complaints logged before 2 PM has to be attended on the same day.
  - c. The vendor should give an undertaking that any AMC / Rate contract pertaining to the vendor have not been terminated or not renewed, by any establishment for the reasons of poor services and also If having AMC / Rate contract, in the past have not been warned /cautioned for flouting the tender specifications/terms and conditions and for poor services.
  - d. The vendor shall have sufficient communication facilities such as land phone, mobile phone, email, fax and on-line complaint registration facility.
2. In the case of a back to back AMC business with others, the details of such contract stated clearly while submitting the tender documents.

The scope of AMC must be as follows:

i. Quarterly inspection and clearing:

Service for break down maintenance:

- ii. complaints shall be cleared in 24 hours:
  - iii. Vendor shall do all call logging and provide quarterly reports.
  - iv. The payment will be made after successful completion of contract quarterly. The final payment will be made after the successful completion of the contract. Each payment will be made subject to deduction of Tax at Source (TDS).
  - v. When repair/replacement takes place, the vendor shall not replace any of the components of the equipments with lower configuration. The vendor shall ensure that the replacement be made with OEM components only. Where any items/ parts/ components need replacement, the same shall be replaced with same make, specification and brand of items/component/part or with equivalent specification. In case the brand/model has become obsolete, the same shall be replaced with superior quality of the items/ parts / components and must carry at least one year warranty.
  - vi. This office will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.
3. In all matters of dispute relating to this Contract, the decision of Director, Computer Centre shall be final and binding upon the agency.

i. **Description of Camera**

Sl.No	Item Description	Make	Model No.	Quantity
1	Fixed IR Bullet Camera	Samsung	SNO-5080R	10
2	Fixed Dome Camera	Samsung	SNV-1080R	12
3	PTZ Outdoor IP Camera with arm	Samsung	SNP-3371H	3

ii. **High end PC Workstation**

HP Pro 3330MT - 2 Nos

iii. **Media Converter**

Quantity : 15 Nos

Make : MRO -TEK

Model No : FCAT01/SA/SM15/SC/AC



**Director**

**Format of Financial Bid for Comprehensive Annual Maintenance Contract (AMC) for CCTV Surveillance System**

Sl.No	Description	Cost Without Tax	Amount of Service Tax and other Tax if any	Maintenance Cost including Taxes  (All inclusive)  Rupees
	Comprehensive Annual Maintenance Contract (AMC) For CCTV and Security Access Control System as per the details provided in the tender document			
Total (Rs. in words)				

We agree to carry out the Work at the rate quoted above for the duration of one full year. We understand that University of Kerala ,Thiruvananthapuram is not bound to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.

(Name and Signature of Authorized Signatory with seal)

**(Signature of the bidder)**

Date: