



UNIVERSITY OF KERALA

Kariavattom Campus, Thiruvananthapuram, Kerala, India- 695 581

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Quotation Notice

Sealed competitive quotations are invited from reputed firms for entering into comprehensive annual maintenance contract for 5 IBM servers installed in the server room, Sophisticated Instrumentation and Computation Centre, University of Kerala, Kariavattom.

Model	Specification	Part No & SL No	Quantity
IBM X3550 M3	Intel Xeon E5645 2.40 GHz*2, 24GB ECC DDR3 (4GB*2, 8GB*2), SAS M5014, 300GB SAS*2, 460W SMPS*2, DVD RW	Part No:- 7944-52A SL No:- 06ZXV90	1
IBM X3550 M3	Intel Xeon E5645 2.40 GHz*2, 8GB ECC DDR3 (4GB*2), SAS M5014, 300GB SAS*2, 460W SMPS*2, DVD RW	Part No:- 7944-52A SL No:- 06ZXV65/06ZXW50/ 06ZXW27/06ZXW14	4

Terms and conditions

1. The bidder shall provide comprehensive maintenance of Servers including spare parts excluding consumables for a period of 3 years and SICC will not be liable for any transportation or other charges arising out of procuring the spare parts or repairing the servers.
2. All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealers or manufacturers.
3. The bidder shall provide service support for the servers in case they are shifted to other location.
4. The bidder shall be an experienced registered firm in the field of computer server maintenance.
5. The bidder shall depute one or more trained service engineer/ technician to attend the preventive/breakdown maintenance works.
6. A preventive maintenance shall be done quarterly by the bidder. A service log book shall be maintained at the office of S.I.C.C, University of Kerala to record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly signed by the SICC official.
7. During a breakdown of the equipment, the S.I.C.C official will inform the bidder via Web, Phone or email.

Service Window & Call registration: 9.00 a.m. – 5.00 p.m. (Monday to Saturday)

Response: Within 3 hours.

Resolution: Next Business Day

8. The bidder should provide telephone no. and email ID for registering the complaint and next higher official for escalating the complaint.
9. The bidder shall attend unlimited breakdown calls on receipt of complaints. No spares or any other Items will be supplied by SICC. In case the repair is delayed beyond the above time frame, alternate arrangement shall be made by the bidder to provide an equivalent standby.
10. The bidder must have office and service engineers/technician available in Thiruvananthapuram.
11. 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
12. Whatever contained in this terms and conditions, both parties are not liable to keep the agreement during events like natural calamity such as earthquake, lighting, flood, strike, riot,
13. Interested participants may inspect the equipment installed in the SiCC, University of Kerala, Kariavattom Campus during office hours.
14. The quotation will be valid for a period of 90 days from date of its opening.
15. The successful bidder will be awarded the work and they shall execute an agreement in non-judicial stamp paper with SICC, University of Kerala after furnishing a security deposit not less than 5% of total CAMC in the form of Bank guarantee.

16. The payment shall be made after remitting the security deposit and executing agreement.
17. The payment amount will be released on producing the bills and receipts.
18. In the event of unsatisfactory service by the vendor, Co-Ordinator-PURSE, University of Kerala reserves the right to cancel the CAMC and claim compensation from the company at any point of time.
19. The Co-Ordinator-PURSE, University of Kerala reserve the right accept or reject any quotations received in partial or full without assigning any reason thereof.
20. Documents to be submitted in the quotation
 - a. Registration details and address of firm
 - b. Details of offices/service centers in Thriuvananthapuram
 - c. Previous three-year experience certificates from the Government/public sector firms.
 - d. Statement regarding the acceptance of the above terms and conditions
21. Participant shall send the quotation in the sealed cover superscripted “Quotation for CAMC of IBM servers installed in SICC” and addressed to “Co-Ordinator-PURSE Programme, University of Kerala, Kariavattom Campus, Thiruvananthapuram-695581” on or before -.05.03.2019 5 PM

Thanking you,

**Co-Ordinator
PURSE Programme
University of Kerala**