

KANNUR INTERNATIONAL AIRPORT LIMITED

PROJECT OFFICE, MATTANNUR.

PH.NO.: 0490 - 2474464.

17/02/2014

NOTICE INVITING QUOTATION (NIQ)

Dear Sir (s),

Sealed quotations are invited from dealers/distributors/suppliers of Lenovo brands by Managing Director, KIAL on behalf of Kannur International Airport Limited (KIAL) having experience of similar nature for the following works.

“ Annual Maintenance Contract for Lenovo Desktop computers at KIAL offices for one year ”

General Terms and Conditions:

1. Quotations forms will be issued to the vendors who produce certificates from clients, of having satisfactorily completed works of similar nature for last five years ending 30.12.2013
2. Quotations shall be supported with self-attested copies of Permanent Account Number (PAN).
3. Quotation will be issued up to 1400 Hrs on 24-Feb-2014 and will be received on 03-Mar-2014 upto 1500 Hrs and opened on the same day at 1600 Hrs. The quotation can also be downloaded from KIAL's website www.kannurairport.in
 - (a) The duly filled quotation shall be submitted in sealed envelopes (Envelop A and Envelop B) the envelopes shall have superscription "Annual Maintenance Contract for Lenovo Desktops at KIAL offices for a period of one year".
 - i) Envelope A with Title "Technical Bid"
 - ii) Envelope B with Title "Financial Bid"
 - (b) Envelope A submitted in the sealed envelope shall contain:
 - i. Self-attested copies of valid Permanent Account Number (PAN) and bidder's bank details(Refer: Annexure II)
 - ii. Experience certificate from client having satisfactorily completed work of similar nature for during the last 5 years ending on 30.12.2013.
 - iii. Unconditional acceptance letter from the bidder (Refer :Annexure III)
 - (c) Envelope B shall contain "Bill of Quantity" in the format as at Annexure-I.

(d) If any of the parameters mentioned above is found missing / incomplete or ambiguous in any respect and/or prescribed conditions are not fulfilled, shall be considered as non-responsive and liable to be rejected.

(e) The quotation shall be submitted to CHIEF PROJECT ENGINEER, KANNUR, INTERNATIONAL AIRPORT LIMITED, NEW MUNICIPAL BUILDING, MATTANNUR, KANNUR, KERALA – 670 702.

4. If at any stage, any information/documents submitted by the applicant is found to be false, the agency shall be liable for debarment from participating in tender, apart from any other appropriate / legal action.
5. KIAL reserves the right to accept or reject any tender/quotations without assigning any reasons.
6. KIAL reserves the right to disallow for issue of quotation document to working agencies whose performance at ongoing work(s) is below par or unusually poor.
7. Price quoted should be inclusive of all taxes and freight charges for delivery at site.
8. Terms of payment: Payment of the AMC cost on quarterly basis, 1/4th of full AMC amount at end of the each quarter after deducting taxes, duties and levies based on Govt. rules.
9. Scope of Work:
 - a. Comprehensive AMC is needed for desktop computers of KIAL placed at Reg.office at Thiruvananthapuram and Proj.office at Mattannur (Total 15 Nos).
 - b. Rectification / repairing of h/w components of all the systems.

- c. Regular service check-up once in a month even though there is no specific service call is made for the machine/machines.

Special Terms and Conditions:

10. No mobilisation advance shall be paid for any activity.
11. Free upgrade and reloading of software as & when required.
12. The KIAL has defined the maintenance procedures on general cleaning , preventive, predictive and corrective maintenance and their periodicity. The contractor shall be responsible for the implementation of these maintenance schedules as per pre-defined periodicity & procedures as per Annexure IV. This contract shall include the general cleaning, preventive, predictive & corrective maintenance by the contractor of computer systems & other accessories under the purview of this contract. For effective implementation of this contract, **two persons** of the contractor (maintenance experts) [having computer/IT/network background with minimum 3 year's experience in h/w or s/w maintenance in client/individual computers, holding diploma in electronics or computer science or computer hardware/software/network maintenance] and on helping hand having experience of cleaning and handling of computers and accessories and to assist in LAN maintenance and cabling related jobs shall be deputed at site. They shall attend the service calls and register the complaints from the users at various sites where computers and its accessories/peripherals are installed and also undertake any other duties/responsibilities assigned by IT in-charge of

KIAL. The reporting for maintenance will be maintained by the in-charge of IT-division, KIAL in coordination with contractor. The staff will maintain a complaint register for all the activities carried out during duty hours.

13. All the complaints shall be attended within 48 Hrs of registering complaint excluding Sundays and other Public holidays by contractor.
14. From 48 Hrs onwards 10% of penalty per day for the amount rate / item (refer. Annexure I enclosed), shall be paid by the contractor to KIAL.
15. The register of complaints and report for maintenance will be maintained by the In Charge of IT Division, KIAL.
16. The staff of KIAL and Contractor will maintain a complaint register of computer systems for all the activities related to the complaints during duty hours.
17. The internal power supply unit (switch mode power supply - SMPS) specific to the item shall be covered in AMC.
18. Training on usage of item shall be provided to build the expertise of the organizational staff.
19. Any upgrade/revision of the machine related h/w or s/w shall be technically & business wise explained to KIAL subject to the requirement of the KIAL environment by contractor.
20. Refresher training on need basis shall be provided by contractor.
21. Any parts replaced shall have warranty at least for a period of 6 months.
22. Any work external to the machine such as maintenance of computer systems and accessories are not included in the purview of this contract but attached to some of the equipment under the purview of this contract.

23. In the event of irreparability(A condition where the contractor feels that the item cannot be repaired under KIAL due to any reason) of an item / component which is under purview this contract the ‘contractor’ shall have to replace the item / component with equivalent or a higher / better item / component with in 7 days of reporting such case. The replaced item in such an event shall be property of KIAL and the irreparable item shall become the property of the contractor.
24. Any shifting of a computer system / accessories shall be done by the maintenance staff of the contractor and any damage, which occurs as a result of such shifting, shall be the responsibility of contractor. No extra payment shall be made for such a shifting when shifting is done. KIAL reserves the right to shift any computer system by its own arrangement if no response from the contractor to the shifting complaint is received within 2 days of lodging such a complaint. Any shifting of the equipment required for maintenance of the equipment, to the site of the contractor or to any other workshop related to contractor shall be done at the cost of the contractor.
25. The contractor shall use only components with OEM’s (Original Equipment Manufacturer’s) specifications.
26. KIAL reserves rights to shift the equipment to any location inside/ outside KIAL premises (A third party location) by intimating the contractor in writing.
27. The maintenance service shall be normally offered between 1000-1700 hours on all working days of KIAL, which shall normally exclude all Sundays and Public holidays. Complaint calls registered after 1630 hrs on any working day will be attended to only on next working day unless it is an emergency call. On operational emergency, if any , contractor shall be ready to provide 24*7 Hrs of service. The in charge of IT division . KIAL shall make necessary arrangements for the attendance of the calls after office hours on such cases.

28. The contractor shall ensure proper data back up before undertaking the maintenance / repair of the computer systems, failing which any loss or damage to data shall be responsibility of the contractor.
29. KIAL shall terminate the contract and takeover the system maintenance at any time without notice, in case the services are not found satisfactory. Under such conditions, all the defects of computer systems shall be rectified at risk and cost of the contractor.

Annexure-I

Financial Bid

Bill of Quantity

Name of the work: Annual Maintenance Contract for Lenovo Desktop computers at KIAL offices for one year

1. Name and address of the Bidder : _____ :

Sr. No	Description of item	Unit Rate in Rs	Applicable Taxes in Rs	Total unit rate in Rs	Qty	Total Amount in Rs (In figures)
1	Annual maintenance contract for 15 nos of Desktop computers of Lenovo IdeaCentre make for a period of one year as per the inventory list enclosed, as per the terms and conditions of quotation all as directed by KIAL.				1 job	

Amount to be mentioned with all Taxes & freight charges, if any, for delivery at Mattanur Project office, Kannur and Trivandrum registered office, KIAL, Kerala. Total Amount in Words:

Rupess.....

.....only

I/We agree to all terms and conditions as specified in the NIQ.

Signature of the Bidder

Name:

Telephone Number:
Fax: OFFICE SEAL, Date, place

Annexure-II

Technical Bid

Bidders Bank Details

To be filled by the Bidder

Name of the bidder/supplier:

Name of Bank:

Name of branch:

Complete Address of the bank:

Account of beneficiary

Type of account

Core banking Account No. in full

IFSC code of the Bank

PAN/VAT details (please attach document proof)

PAN NO

VAT/CST/TIN No.

Authorized Dealership certificate enclosed

YES/NO

Signature of Bidder

Name

Telephone

Fax

Office seal

Technical Bid

UNCONDITIONAL ACCEPTANCE LETTER

TO,
The Managing Director,
KIAL

Sir,

Sub: ACCEPTANCE OF KIAL'S QUOTATION CONDITIONS for "Annual Maintenance Contract for Lenovo Desktop computers at KIAL offices for one year."

We are in receipt of the quotation documents and we hereby unconditionally accept the terms and conditions of KIAL mentioned in tender in entirety, for the said work.

Yours faithfully

Bidder's Name,
(Signature of the bidder with office seal)

Inventory List & Maintenance Procedures**1. Item: Lenovo Desktops**

Lenovo desktops details covered under AMC, details are indicated here.

S.No	Serial No.	Location – Thiruvananthapuram (Total Count 7 Nos)	Location – Mattannur (Total Count 8 Nos)	Technical specifications
1	VS10004599	1		Lenovo IdeaCentre Make. Intel Core duo processor, 3.06 G Hz, Desktop are loaded with MS windows ver. 7 operating system, 32 bit OS., 4 GB DDR3 Random access memory. 640 GB Hard disk drive. Optical drive DVD R/W Wired keyboard and mouse.
2	VS10004693	1		
3	VS10004663	1		
4	VS10019598	1		
5	VS10019648	1		
6	VS10000551	1		
7	VS10004738	1		
8	VS10004712		1	
9	VS10004704		1	
10	VS10059594		1	
11	VS10000566		1	
12	VS10004750		1	
13	VS10000536		1	
14	VS10004708		1	
15	VS10004749		1	

2. Maintenance procedures.

Note: Any addition or deletion or updating may be incorporated according to the maintenance requirement from time to time.

1. Classification of Maintenance problems.

The problems observed on day to day basis are categorized as follows.

a. Minor repairs and maintenance

1. General equipment cleaning
2. Minor software faults
3. Minor virus problem & cleaning (affecting individual systems not resulting in loss of Data)
4. Hardware faults (Repairable) on Monitor, Keyboard, Mouse – which does not require opening of the system.
5. Hardware faults (Repairable) floppy drive, CD ROM, internal modem, add on cards,- by replacement of cards.
6. HDD fault – requiring hard disk media de-fragmentation and cleaning.
7. Minor faults on printers – paper stuck etc. involving no expenditure.
8. Any complaints raised from user level.
9. Monitoring UPS's operation and battery back up.
10. Carry out system updates.

b. Major repairs & maintenance

1. Major software faults – Virus problems (Affecting wide spectrum of computers over the network – may require recovery of data)
2. Major software corruption – requiring reloading
3. Hardware faults (Non repairable) on monitor , keyboard, mouse – which does not require opening of the system.
4. Hardware faults (Non repairable) – Floppy drive , CD ROM, internal modem, add on cards.
5. HDD fault – requiring hard disk formatting.

6. HDD fault – requiring HDD replacement (even HDD burnt or media damage cases shall be in purview of the contract)
7. Mother board related – requiring replacement of RAM, CPU chip or complete Mother board etc.
8. Printer faults – requiring part replacement including printer head in case of DOT matrix printers.
9. Attending faults on UPS's whenever fault comes.

2. Procedure to be followed for maintenance.

The following events/procedures shall follow the registration of a complaint from a user and maintenance of system under contract.

1. Give a unique fault / complaint number.
2. Identify the nature of fault and the faulty components.
3. A complete history of each fault shall be maintained & necessary formats required for this purpose shall be prepared as agreed mutually.
4. Acceptance of system after maintenance and closure of cases.

3. Maintenance Schedule.

3.1 **General cleaning** : This will include cleaning of equipment's externally using the following tools:- soft cloth, carbon tetra chloride, pest spray, checking termination points/ joints, etc.

3.2 **Precaution** : Equipment should not be isolated without proper authorization. Each cleaning has to be recorded in the register.

3.3 **Preventive maintenance** : include the following activities.

- Periodic internal cleaning of the equipment.(using vacuum cleaners) - Verification and updation of the virus protection packages.
- Regular Hard disk de-fragmentation and garbage collection (at least in 2 months or on need basis).
- Extensive cleaning of key boards & printers as per maintenance schedule
- Checking of earth connections of the power supply once in 3 months or on need basis.
- Each preventive maintenance has to be recorded in the register.
- Updation of the OS patches released by OS manufacturers.

3.11. **Predictive maintenance** – includes the following scope:

- Observe pre-failure warning on the system and take necessary steps.
- Observe error codes from time to time & take action as per error messages. Also make a history of error messages & the corrective action taken.
- Observe frequent software failures/ system crashes and take necessary restoration measures to recover from such faults.

3.15. **Scope of repairs & maintenance.**

- The scope of each maintenance shall depend on the nature / category of fault.
- The table below indicates the various maintenance activities & their periodicity.

SR. NO	TYPE OF MAINTENANCE	EQUIPMENT	PERIODICITY
1	General Cleaning	Computers/Workstations/UPSs	Once in two weeks
2	General Cleaning	Printers/ Keyboard / Mouse/ MM Kit	Once in two weeks
3	Preventive	Printers/ Keyboard/ Mouse/ MM Kit	Bi Monthly
4	Preventive	Virus scanning & cleaning (Servers / Clients)	Bi Monthly
5	Preventive	Virus update (Servers / Clients)	Online and/or Bi-monthly.
6	Preventive	Checking of supply & system earth	Bi Monthly
7	Predictive	Based on pre-failure	As & When
8	Predictive	System batteries	As per battery life
9	Predictive	Virus protection Virus update (Servers / Clients)	Based on Threat
10	Repairs & Service	All equipment	Fault based
11	Virus cleaning	Virus update (Servers / Clients)	Every month or as & when required