



POLICE



DEPARTMENT

KERALA

No. E1(c)-21360/2025/Cyb

Cyber Police Headquarters,

Thiruvananthapuram

Pattom

Pincode:695004

✉adgpcyberops.pol@kerala.gov.in

☎04712726522

Dated. 13-11-2025

QUOTATION NOTICE NO: 76/Cyb

01. Sealed quotations are invited for entering into a **Comprehensive Annual Maintenance Contract (AMC)** for **3 Nos. of printers** installed at the **Drone Forensic Lab & Research Centre**, a unit under the Kerala Police Cyber Division, for a period of **three (3) years**.

02. SCOPE OF WORK

The AMC covers the following 3 printers:

- Epson L3150 (1 No.)
- HP LaserJet M208dw (1 No.)
- Canon MF645CX (1 No.)

1. The scope shall be comprehensive: preventive and breakdown maintenance, routine servicing, cleaning of printer components, replacement of consumables (including ink/toner cartridges), and repair or replacement of faulty parts to ensure optimal performance and uninterrupted operation of all printers.
2. Preventive maintenance once every 3 months (quarterly)
3. Response time for breakdown: within 24 hours of intimation
4. Spare parts & consumables included under AMC (except any items specifically excluded)
5. Validity of AMC: 3 years from date of agreement

Particulars	Date & Time
Last date & time for receipt of quotations	25/11/2025 at 4:00 PM
Opening date & time of quotations	26/11/2025 at 11:00 AM



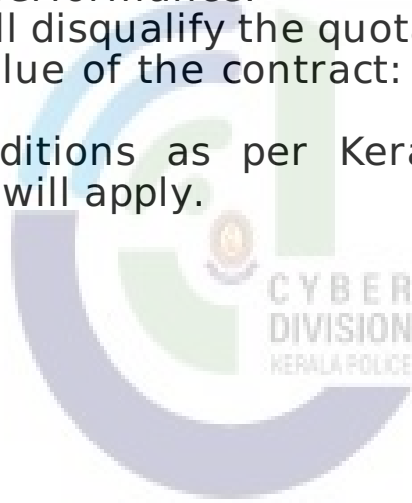
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03. TERMS & CONDITIONS

- Quotation shall cover all service charges, consumables, spare-parts, labour, transportation, taxes, etc.
- Quotations must be submitted in sealed envelope addressed to **The Inspector General of Police (Cyber Operations), Cyber Police Headquarters, Pattom, Thiruvananthapuram.**
- Quotationer must have valid GSTIN, PAN and proof of experience in similar AMC works.
- Quotation received after the closing date/time will be rejected.
- Rates quoted shall remain firm for the full AMC period.
- The successful bidder shall execute a formal agreement within 15 days from acceptance.
- The department reserves the right to reject any or all quotations without assigning any reason.
- No escalation of price will be allowed.
- Payment will be made after each year's completion subject to satisfactory performance.
- Canvassing shall disqualify the quotationer.
- Approximate value of the contract: **Up to ₹ 1,00,000 (for three years).**
- Any other conditions as per Kerala Government Store Purchase Rules will apply.



ANKIT ASOKAN IPS

Superintendent of Police

For Inspector General of Police (Cyber Operations)

To : All DySPs/IsPs in Tele & Tech / Cyber Division – for wide publicity.
Copy To : 1. Inspector, Cyber Security – for uploading on website. 2. SI, Tele & Tech HQ – for display on Notice Board. 3. IP R&AW – for follow-up action.

