



GOVERNMENT COLLEGE OF ENGINEERING AMRAVATI

(An Autonomous Institute of Govt. of Maharashtra)

"Towards Global Technological Excellence"

Phone No. 0721-2531930 (Principal) 2531929 (Office) Fax: 2531931

Website: www.gcoea.ac.in

QUOTATION (3rd time)

No.: CEAM/Q/CSE/2022-23/ **3180**

Govt. College of Engineering, Amravati.

Date : **18/8/2022**

To,
M/s

Data Center, Uploaded on website and Display on college notice board

Subject: Third call of Quotation for Compressive AMC of Computers & printers

Dear Sir,

I have to request you to kindly quote your lowest reasonable rates in term of Rupees for the following items and send the quotation in the sealed cover so as to reach the undersigned on or before **26/08/2022 till 5.00 pm.**

Sr. No.	Description of the Spare with specification	Approximate Quantity	Rate for one Year (Inclusive of GST & any tax & manpower)
a	List of services: 1) Inspection cost for identifying the problem 2) Successful installation & running of computer, printer, Xerox machine	As per requirement	
b	Computer/Printer/Peripherals & their parts		

Note: - (1) The dispatch number of this office and the department for which the quotation is desired should necessarily be superscripted on the envelope.

TERMS AND CONDITION

Eligibility Criteria:

1. The bidder should have at least two years' experience in IT facility management/annual repairs and maintenance of computer system, peripherals, accessories & LAN. Testimonial should be enclosed as proof.
2. The bidder should have two running contracts with any Govt. /Semi Govt. Dept./PSU/Bank for at least 1 year. Testimonial should be enclosed as proof.
3. The minimum annual turnover for each of the past two years should be Rs. Five lakh in

repairs and maintenance of computer system, peripherals, accessories, and testimonials should be enclosed as proof.

4. The bidder should have at least 01 hardware engineers/technician with minimum one year experience in respective areas.
5. Principal GCOE Amravati reserves the right to allot the contract to single or multiple vendors with same rates.

Testimonial and records to be furnished

The bidder should enclose the following records duly self-certified in support of their bonafide.

- a.) Testimonial from not less than 1 (one) Govt./Semi-Govt./Public Sector Organization /reputed organization regarding their satisfactory performance of similar contract for one years. (In Form 'A')
- b.) Copy of three years' audited balance sheet and profit and loss account duly signed by chartered accountant (In Form 'B')
- c.) List of professionally qualified Personnel of the vendor. (In Form 'C')
- d.) Copy of Certificate of registration/incorporation of the agency.
- e.) Copy of Income Tax Registration Certificate /PAN, Service Tax, etc.

In the absence of any of the aforesaid documents, the bids may not be accepted or at the discretion of GCOEA.

Signature of Tenderer

I. Form 'A' (Experience & Running Contracts)

Sl. No	Name of Organization (With Address and Phone Number).	Experience (Atleast for 2 years)		Nature of Experience
		From Date	To Date	
1.				
2.				
3.				
4.				
5.				
6.				

*The contractor will submit the self-attested certificate for the purpose of verification of authenticity of dealer recorded in the Performa.

Signature of Tenderer

II. Form 'B' (Turnover and Profitability)

Sl. No	Financial / Accounting year	Profit	Loss	Annual Turnover (from repairs and maintenance Services)
1.				
2.				
3.				
4.				

*Balance Sheet duly signed by Chartered Accountant & self-attested by the vendor/tenderer three years 2017-18, 2018-2019.

Signature of Tenderer

III Form 'C' (At least one professionally qualified employees)

Qualification: (Please put a tick (✓) mark in appropriate column)							
Sr. No	Name	BE/B.Tech/ MCAs/DoEACC 'B' Level	M.Sc (IT)/BCA/DOEA CC 'A' Level	B.Sc. (IT) PGDCA/DOE ACC'O' Level Others (Pl. specify)	Addl. Qualification- I CCNA, MCSE, MCSA, CNE, etc. (Pl. specify)	Addl. Qualification -2	Remarks
1.							
2.							
3.							
4.							

Signature of Tenderer

SCOPE OF WORK.**1. Key Deliverables / Scope of work:**

- 1.1 Provision of minimum one number of qualified service engineers/technician, at GCOE Amravati for services mentioned hereunder, for the items given above.
- 1.2 Call Management Services
- 1.3 Desktops and peripherals Management Services.

- 1.4 Prevent and Proactive Maintenance of equipment's, including quarterly cleaning of outer parts/covers with appropriate non-corrosive cleaner.

2. Call Management Services

- 2.1 Providing a single point contract
- 2.2 Maintain an updated on-line help – desk telephone number
- 2.3 Problem escalation in case of service levels not adhered.
- 2.4 Identification and resolution of chronic faults and problems.
- 2.5 Monthly analysis of calls received and resolved. Or by Stationed Service Engineer as per the format provided at sites.

3. Desktop and Peripherals Management Services

- 3.1 Hardware & Software troubleshooting
- 3.2 Installation of up gradation of System software.
- 3.3 Peripheral (Printer /Scanner etc.) Management.
- 3.4 Desktop performance monitoring, fine- tuning and optimization.
- 3.5 Support for Windows XP/7/8/10.

4. Report and Review.

Process Documentation

- 4.1 Call Register
- 4.2 Call Summary
- 4.3 Daily Call Pending report
- 4.4 Engineer attendance report

Signature of Tenderer

5. Terms & Conditions:

- 5.1 The Annual Maintenance Contract includes preventive as well as corrective maintenance.
- 5.2 The agency service engineer/technician should be available daily in the campus.
- 5.3 In case of need to replace any item/component, the agency shall provide original make genuine parts/components of similar or higher configurations.
- 5.4 The agency shall produce the Cash Memo's/Certificate/Document in proof providing genuine components to replace the faulty ones; on demand.
- 5.5 The Company shall ensure to abide by the copy right, intellectual property rights and other laws as may be applicable for providing any replacements for any malfunctioning the components/items/software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequences aforesaid.
- 5.6 Deposit Rs.100 at the time of submission of quotation document as quotation cost.

- 5.7 College may purchase 10 % sample of spare part which frequently used to avoid operational delay.
- 5.8 The payment condition will be 90% after goods received at campus found ok condition and 10% after utilization by vendors.
- 5.9 It is mandatory to repair equipment in campus premises i.e. at Computer dept. Under faculty supervision of IT& Computer dept.
- 5.10 Bidder has to maintain minimum 10% stock of the items which frequently used at the GCOE, AMRAVATI.

6. Validity:-

- 6.1 The contract shall be valid for financial year 2021-22 from date of award and may be extended by another one year at the sole discretion of Principal, GCOE, AMRAVATI. Institute will have exclusive right to terminate the contract by giving one month's notice.
- 6.2 The company has to give 1 month's advance notice, if they wish to leave the contract before scheduled expiry. Contravention of the same would lead to forfeiture of performance guarantee/security money along with all outstanding dues.

.. Signature of Tenderer

7. Standard of performance and Penalty for failures:

- 7.1 If the agency repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repairs at their cost and risk as bid, GCOEA may terminate the contract of the agency forthwith and may forfeit the security deposit.
- 7.2 The agency shall in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated with immediate effect and security deposit will be forfeit.
- 7.3 GCOEA reserves the right to reject any or all the bids and cancel the quotations without assigning any reason.
- 7.4 The calls will be received centrally, shall be provided daily to the concerned service engineer by the concerned official of Computer Science & Engineering Department of the institute, and shall be attended immediately on receipt of the same. The firm shall maintain proper service call sheets, which will be duly signed by the engineer and the owner of the equipment.
- 7.5 Hard Disk, Logic Cards, SMPS, Mother Boards if not repaired then they shall be replaced with OEM branded parts/products only.
- 7.6 The amount of penalty levied will be 1% of total cost of parts to be replaced or Rs.100 per day whichever is more.

8. Payment Terms:-

The comprehensive maintenance charges shall be payable to the service provider

- 8.1 After repairs of computer and peripherals a bill will be processed on monthly basis

to reduce burden on payment distribution process.

8.2 Company have to submit GST bill within five working days after successfully repair of computer and peripherals including testing charges if any.


8.3 If any discrepancy occurs in the bill clearance it must be addressed within 3 months in order to avoid duplication of bill process.

9. Agreement:-

The selected vender shall have to sign an agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent (LOI).

10. **Performance Security:** However the repair must be carried out in campus, there should be the provision of compensation for any damage of college property. Company has to deposit security amount of Rs. 10000/- (Ten Thousand rupees only) in the form of Cash/Demand Draft at the time of signing the agreement.

Signature of Tenderer


Principal
Govt. College of Engineering
Govt. College of Engineering,
Amravati.

