



**GOVERNMENT COLLEGE OF ENGINEERING AMRAVATI**

(An Autonomous Institute of Govt. of Maharashtra)

*"Towards Global Technological Excellence"*

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Website: [www.gcoea.ac.in](http://www.gcoea.ac.in)

**QUOTATION**

No.: CEAM/Q/CSE/2022-23/ **3508**

Govt. College of Engineering, Amravati.

Date : **13/9/2022**

To,

M/s

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

Subject: Quotation call for AMC of Computers spare parts & printers spare parts.

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 **20/09/2022 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.	As per requirement	
b	Computer/Printer/Peripherals & their parts (List of items is attached herewith)		

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

**A. ELIGIBILITY CRITERIA:**

1. The bidder should have **at least one year** experience in IT facility management/annual repairs and maintenance of computer system, peripherals, accessories & LAN connections. Experience certificate should be enclosed as proof.
2. The bidder should have **at least one running contract** with any Govt. /Semi Govt. Dept./PSU/Bank for at least 1 years. Testimonial should be enclosed as proof.
3. The bidder should have **at least one hardware engineers/technician** with minimum one year experience in respective areas.
4. Principal GCOE Amravati reserves the right to allot the contract to single or multiple vendors with same rates.

## B. TESTIMONIAL AND RECORDS TO BE FURNISHED

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

- Testimonial of one Govt./Semi-Govt./Public Sector Organization /reputed organization regarding their satisfactory performance of similar contract for one year. (In Form 'A')
- Copy of three years' audited balance sheet and profit and loss account duly signed by chartered accountant (In Form 'B')
- List of professionally qualified Personnel of the vendor along with their experience certificates. (In Form 'C')
- Copy of Certificate of registration/incorporation of the agency.
- 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.

### I. Form 'A' (Experience & Running Contract)

Sl. No	Name of Organization (With Address and Phone Number).	Experience (Atleast for 1 year)		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.

### 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 2019-20, 2020-21, and 2021-22.

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

Qualification: (Please put a tick (✓) mark in appropriate column)							
Sr. No	Name	Diploma/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	Experience
1.							
2.							
3.							
4.							

Signature of Tenderer

### C. SCOPE OF WORK.

1. Provision of minimum one number of qualified service engineers/technician, at GCOE Amravati for services mentioned hereunder, for the items given above.
2. Desktops and peripherals Management Services.
3. Prevent and Proactive Maintenance of equipment's, including quarterly cleaning of outer parts/covers with appropriate non-corrosive cleaner.
4. Providing a single point contact.
5. Maintain an updated on-line help – desk telephone number (optional)
6. Problem escalation in case of service levels not adhered.
7. Identification and resolution of chronic faults and problems.
8. Provide original and updated software and hardware parts as per requirements.
9. Provide daily work report by service engineer of vendor in prescribed format.

Signature of Tenderer

### D. TERMS AND CONDITION

1. The Annual Maintenance Contract includes preventive as well as corrective maintenance.
2. The agency service engineer/technician should be available daily in the campus.
3. In case of need to replace any item/component, the agency shall provide original make genuine parts/components of similar or higher configurations.
4. The agency shall produce the Cash Memo's/Certificate/Document in proof providing genuine components to replace the faulty ones; **on demand**.
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.

6. College may purchase 10 % sample of spare part which frequently used to avoid operational delay.
7. The payment condition will be 100% after goods received at campus tested found ok condition and successfully installed by vendors.
8. It is mandatory to repair equipment in campus premises i.e. at Computer dept. Under faculty supervision of Computer dept.
9. Bidder has to maintain minimum good number stock of the items which frequently used at the GCOE, AMRAVATI.

#### **E. VALIDITY:-**

1. The contract shall be valid for financial year **2022-23** 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.
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

#### **F. STANDARD OF PERFORMANCE AND PENALTY FOR FAILURES:**

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.
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 penalty double the cost of item.
3. GCOEA reserves the right to reject any or all the bids and cancel the quotations without assigning any reason.
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.
5. Hard Disk, Logic Cards, SMPS, Mother Boards if not repaired then they shall be replaced with OEM branded parts/products only.
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.


**G. Payment Terms:-**

1. The comprehensive maintenance charges shall be payable to the service provider
2. After repairs of computer and peripherals a bill will be processed on monthly basis to reduce burden on payment distribution process.
3. Company have to submit GST bill within five working days after successfully repair of computer and peripherals including testing charges if any.
4. If any discrepancy occurs in the bill clearance it must be addressed within 3 months in order to avoid duplication of bill process.

**H. 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).

Signature of Tenderer

  
Principal  
Govt. College of Engineering  
Amravati