



**PASCHIM GUJARAT VIJ COMPANY LTD**  
Reg. & Corporate Office, "Paschim Gujarat Vij Seva Sadan"  
Off. Nana Mava Road, Laxminagar, Rajkot - 360 004  
CIN: U40102GJ2003SGC042908; Phone: (0281)2380425, 2380427; Fax : 2380428;  
Email: info.pgvcl@gebmil.com; Web site: www.pgvcl.com

Date: / /

## SCHEDULE – A

### **TENDER NOTICE No. PGVCL/IT/AMC/63**

PGVCL Corporate Office, RAJKOT shall award the Annual Maintenance Contract (AMC) for Computers, Printers and other IT equipment of PGVCL Corporate Office, RAJKOT to successful tenderer for comprehensive (inclusive of Spare parts) maintenance. Tenderer should offer their Annual Maintenance Charges for the Computers, Printers and other IT equipment (quantity is mentioned in "Schedule B" and locations are mentioned in clause 23 of this document) subject to the following terms and conditions:

### Terms & Conditions

- Tender Fee:** The blank tender will be issued from this office on payment of Rs. 1000 as tender fee (Non Refundable) per tender during 11.00 am to 4.00 pm on working days, on submission of certified "True Copy" of PF Registration Certificate.
- Tender Download:** Alternatively, the blank tender can be downloaded from our website. In that case, D.D. of Rs. 1000 payable at Rajkot in favour of "Paschim Gujarat Vij Company Limited" for tender fee (Non Refundable) and certified "True Copy" of PF Registration Certificate should be invariably included with tender bid along with other documents. Failing to submit above mentioned documents account for outright rejection of the tender bid.
- R.P.A.D. / Speed Post only:** All the relevant documents of tender should be submitted only by R.P.A.D. / Speed Post addressed to The Chief Engineer (Project), Paschim Gujarat Vij Company Limited., Regd. and Corporate Office, "Paschim Gujarat Vij Seva Sadan", Laxminagar, Off Nana Mava Road, Rajkot – 360 004. Tenders sent otherwise like through Courier Service or Hand Delivery or any other way will be treated as cancelled.
- Earnest Money Deposit (EMD):** EMD for an amount equal to 1% of estimated cost + GST / order value + GST must be paid during 11.00 am to 4.00 pm on working days at PGVCL Corporate Office through Cash / D.D. payable at Rajkot in favour of "Paschim Gujarat Vij Company Limited". Alternatively, D.D. of EMD amount payable at Rajkot in favour of "Paschim Gujarat Vij Company Limited" for EMD (Refundable) should be invariably included with tender bid along with other documents. Copy of receipt of EMD payment / DD of EMD amount should be attached with your tender bid. The tender without EMD receipt copy / DD of EMD amount and required certificates / documents shall be rejected.
- Various Tender Covers:** Tender documents must be submitted in 3 covers, viz. **Tender Fee & EMD cover, Technical Bid cover** and **Price Bid cover**. 1) Tender Fee & EMD cover should contain EMD receipt / DD of EMD amount and tender fee receipt / DD for tender fee along with true copy of PF registration certificate. 2) Technical bid cover must contain documents related to technical details of the tenderer such as work experience, certificate of satisfactory services, work orders awarded to the tenderer, etc. 3) Price bid cover must contain the Schedule B duly filled in by the tenderer. All these 3 covers must be put in one envelop which should be marked with "**Tender Bid of AMC for Computers, Printers and other IT equipment of PGVCL Corporate Office**".

6. **Rejection of Tender:** The undersigned reserves the right to accept any or reject any or all bids without assigning any reason thereof and the decision of undersigned in this regard shall be final and binding. Likewise, the undersigned reserves the right to forfeit the Security Deposit and / or cancel the work order awarded, at any point of time during the contract period, without assigning any reason thereof.
7. **Security Deposit:** The successful tenderer will have to pay the security deposit @ 5% of the order value through Cash / D.D. payable at Rajkot in favour of Paschim Gujarat Vij Company Limited before placing of order. The same will be refundable as soon as maintenance contract is successfully carried out in full as per order terms and on receipt of "No Objection Certificate" from our I.T. section.
8. **Jurisdiction:** The contract shall be subject to Rajkot jurisdiction only.
9. **Locations:** The equipment are located at:
  - (a) PGVCL Corporate Office, "Paschim Gujarat Vij Seva Sadan", Off Nana Mava Main Road, Laxminagar, Rajkot
  - (b) PGVCL Load Management Unit, ALDC building, 400KVA S/S, Dhareshwar, NH 8, Jetpur
  - (c) PGVCL Meter High Tech Lab, New power house compound, Dudhsagar road, Rajkot.However, the locations are subject to change and contractor will be bound to provide service at changed locations.
10. **Scope of Service:** Preventive maintenance (i.e. printer servicing, cleaning hardware equipments with blower, etc.) must be done once in three months or "as and when required" basis. Also, contractor must carry out preventive maintenance of other computers which are not covered under AMC as and when required without charging extra cost. Service includes unscheduled, on call, corrective and remedial maintenance on 24 x 7 basis, i.e. contractor will have to attend breakdown calls whenever reported, without any delay on receipt of information verbally or over telephone. Service to set-right a mal-functioning of the system includes solution to hardware / software problems, protection against computer viruses, spyware, etc. and replacement of unserviceable parts. Parts replaced will either be new parts or parts equivalent in specification / functioning to the faulty parts. The computers and printers are connected through LAN. Therefore, issues related to network, replacement of cables, connectors, crimping, LAN configuration, etc. need to be resolved. Contractor will have to repair and / or replace faulty parts free of cost as and when required to run the system smoothly. For printers, all the parts excluding ribbon, ribbon cartridge, toner and toner cartridge are included in this Annual Maintenance Contract.
11. **Service Levels:** Service call should be attended within 2 hours and solved within 12 hours if no parts are to be replaced, within 24 hours, if the replacement parts are available locally and 72 hours if replacement parts are to be procured from out of station. This duration will be considered from the date and time of call. Failing to fulfill the above time limits will attract penalty equal to 0.5% of AMC order value for every week of delay or part thereof up to a maximum of 10% of AMC order value. Once the maximum is reached, PGVCL may consider the termination of the order.
12. **Payment Terms:** Payment will be made quarterly by A/C payee cheque on receipt of Advance receipt from the contractor. Maintenance charges are payable quarterly for tendering the service satisfactorily for related quarter. Alongwith quarterly bill, the contractor will be required to submit copies of documents like Attendance Register, Salary Register, Fault Attended Register and documents related to PF deduction and deposit, etc.
13. **Termination of Contract:** The PGVCL reserves the right to terminate the contract if the service of contractor is found unsatisfactory and in that event, the amount paid as Security Deposit shall be forfeited and damage occurred on account of contractor's fault shall also be recovered from the contractor.
14. **Dispute in Tender Terms:** In the event of any dispute regarding any clause of this contract, the decision of the undersigned shall be final and binding on the contractor.
15. **General Terms:** The general terms & conditions of works contract prescribed by PGVCL shall be applicable in this case. The work order will be issued subject to the same.

16. **Maintenance Documents:** Contractor shall have to maintain fault register that should contain details (but not limited to) such as Sr. No. of equipment, Name of Employee, Office / Section, problem details, replacement of parts (if any), call log date & time, call completion date & time, remarks etc. and the fault attendance report / register must be signed by the concerned equipment user whose fault is attended. Call log must be maintained in soft copy as well by the contractor.
17. **Comprehensive AMC:** The charges should be inclusive of cost of spares and incidental charges. This includes electronic parts, cables, wires, connectors, motherboard, network card, RAM chips, SMPS, monitor, hard disk, CD / DVD drives, printer gear mechanisms, printer hammer bank, printer logic card, printer ribbon mask, printer pressure roller, printer Teflon, key board, mouse, etc. and excluding consumables like line Matrix Printer ribbon & cartridge, Laser Printer toner & cartridge, etc.
18. **Spare Parts:** Sufficient spare parts which are frequently needed or as suggested by PGVCL Corporate Office I.T. staff, should be kept on hand so that the necessary replacement as and when required may be carried out without any delay. Some of the parts / items to be kept locally are: keyboard, USB mouse, PS/2 mouse, RAM chips, LCD / LED monitor, SATA cables, 5A power cables, 15A power cables, SMPS, IDE cables, motherboard, BIOS battery (cell), etc.
19. **Contract Period:** The contractor shall undertake the Annual Maintenance Contract for the period of one year commencing from the date of start of AMC service. The AMC period of one year may be extended for a period of one year with same rates for the second year (to be applied to increased or decreased quantity of equipment, if any) with other terms & conditions of the contract remaining same subject to satisfactory performance of the contractor and at the discretion of PGVCL which shall be binding to the contractor. The contractor shall do an agreement on the stamp paper of Rs. 100/- as per policy of PGVCL. The agreement paper should be purchased by contractor and submitted to the concerned. The sample agreement is attached.
20. **Experience of work:** "Satisfactory AMC Services Certificate" from minimum 3 parties to which the AMC services have been provided by the tenderer must be provided along with the copy of AMC order to the said parties.
21. **Declaration:** Declaration regarding blacklisting / stop deal by GUVNL and subsidiary companies must be submitted by the bidder.
22. **Compensation due to damage:** During the contract period, if any harm / damage occur to any person / property due to the AMC work, the contractor shall be responsible for the compensation for the said harm / damage to the concerned person / property. PGVCL will not be liable in any case.
23. **Presence of Technician:** Minimum one maintenance technician should remain present at our office from 10:30 am to 06:30 pm on all working days of PGVCL to attend the calls immediately. The technician if found incompetent by PGVCL for the maintenance work shall be immediately replaced by the contractor. In case of the absence of technician due to any reason such as on leave, sickness, etc. it will be required by the contractor to provide another equally competent technician during the absence period, failing which a penalty of Rs 200 will be charged per day of absence. The technician must be available on phone on 24x7 basis and may be required to be present for resolution of issues at any point of time. Any change in contact details should be communicated immediately. A separate technician will be required for visit to location (b) or (c) mentioned in clause 22 for the maintenance work. Moreover, during special requirement or for urgent calls, the service technician will be required to attend the fault at any point of time. The service technician should have mobile phone for immediate communication.
24. **Desktop / Server Specifications:** Technical specifications for desktop and servers are mentioned later in this Schedule.
25. **Transportation:** The contractor has to bare transportation and other expenses required for the maintenance work.
26. **Quantities:** The quantities mentioned above may be increased or decreased while placing the order due to which order value may vary accordingly at the same rates.

27. **Taxes:** The Bidders shall quote rate without taxes for services under the contract. Taxes must be specified separately and will be paid as applicable from time to time. TDS and any other tax will be deducted as per rules. The certified copy of PAN and GST in the firm's name is to be submitted along with tender bid.
28. **PF Registration:** The party will be required to produce certified "True Copy" of PF Registration Certificate along with the tender submission. The PF deduction of the technicians deployed by contractor for AMC should be regularly done by the contractor and deposited in PF Office.
29. **Submission of Bills:** The bills should be submitted by the contractor in our IT section. While submission of bills, it will required to submit the documents such as copy of attendance sheet, copy of call sheet, PF deduction & deposit certificate, month wise PF challan with wage register, etc. by the contractor.
30. **RPFC rules:** The contractor will be required to follow the rules prescribed by RPFC.
31. **Sign and Seal on Tender and Offer:** Copy of this tender / offer duly signed with seal on each page of tender / offer documents must be submitted and kept in "Technical bid cover"
32. **Tender evaluation:** Tender evaluation will be done exclusive of tax.

Signature of Vendor with Stamp

Chief Engineer (Project)  
PGVCL, Corporate Office, Rajkot.

### **Technical Specifications of Desktop and Servers**

#### **The specifications of Desktop PC are as under:**

Make : IBM / HCL / Acer / Lenovo  
Processor : Pentium IV / AMD Athlon 64x2 Dual Core / AMD Phenon IIX2 560  
with 2.2 / 2.21 / 3 / 3.2 / 3.3 GHz  
Memory : 512 MB / 1 GB / 2 GB  
Hard disk : 40 / 80 GB / 160 GB / 250 GB  
Other peripheral : TFT monitor, keyboard, mouse, etc.  
Drive : CD Drive / DVD ROM / Combo / CD RW

#### **The specifications of Server (type 1) are as under:**

Make : SIS  
Processor : Intel Xeon MP 2.0 GHz (3 processors)  
Memory : 3 GB  
Hard disk : 150 GB x 1, 33 GB x 4 SCSI  
Drive : DVD RW

#### **The specifications of Server (type 2) are as under:**

Make : SIS  
Processor : Intel Xeon MP 2.0 GHz  
Memory : 1 GB  
Hard disk : 36 GB x 3 SCSI  
Drive : DVD RW

#### **The specifications of Server (type 3) are as under:**

Make : IBM  
Processor : Intel Xeon Core E5405 2.0 GHz (2 processors)  
Memory : 4 GB  
Hard disk : 75 GB x 3 / 4  
Drive : DVD RW