



51zD UHZFT JIH S5GL , IDI8D
XCZ IJEFULI SRZlv!
 SGS ZM04 SJZL CMB, GL ; FDZ ZFHSMv#&_ __!
 . D; @ : eercd1.rajkot@gmail.com, JA ; F. 8: www.pgcvl.com
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 , 1DIGUZ4 GGF DJF D; G ZM04 ZFHSMv#&_ __!
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8g0Z EZJF DF8GL VUtI GL ; RGF

SFI 5F, S . HGZzl XCZ IJEFUvZ4HGF 5FJZ Cfp; Sd5fpg04 SGS ZM04 SFJZL CMB, GL ; FDZ ZFHSM8 DF8 XCZ IJEFUv! TDH TDGL GLR| VFJTL 5BF SRZLDA SMd%I 8Z VG| 15g8ZGL JFIQFS WMZ6| DZFDTGF SFD DF8| VF5| , :5XLIOSXG DHAG| SFD DF8| ; AIWT SMg8FS8ZM 5F; YL ; L, AW SJZDA V, U V, U EFJMDUFJJFDFVVFJ| KP VF DF8G| 8g0Z VF ; FY| ; FD| K| H| GLR| GL ; RGF D| HA EZL DMS, JP

1. . g8ZG8 5ZYL OfpG, MO SZ|, 8g0Z A| EFUDFA E ZJFG| ZC|X| sEFUvVf 8\$GLS, ALO VG| sEFUvAf 5F. ; ALOP
2. **EFUvV** VG| **EFUvA V, UvV, U SJZDA** ; L, AW 5\$ SZL **AgG| SJZ V\$ Vg| SJZDA ; L, AW SZL** V+|GL SRZLG| ZHL: 8Z 5M: 8 VPOLPq: 5LO 5M: 8 YL 5CMRFOJFG| ZC|XP
3. 8\$GLS, ALOsEFUvVfDA GLR| DHAGF N: TFJ|HMGL JFRL XSF| TUL GS, MDA VZHL ; FY| ALOJFGF ZC|XP TDFD N: TFJ|HM ; L, AW SJZDA 5\$ SZL SJZ p5Z cc8\$GLS, ALOcc VG| SMg8FS8ZG| GFD NXFJFG| ZC|XP
 - 8g0Z DFU6LGL VZHL H|GL GS, VF ; FY| **EFUvV** DA ; FD|, KP
 - SMg8FS8ZS| ; AWLT 5|-LGF 5LPV|OP SMO GL GS, P
 - SMg8FS8ZS| ; AWLT 5|-LGF PAN SFO|GL GS, P
 - SMg8FS8ZS| ; AWLT 5|-LGF ; IJ* ; OPV| P8LP5|DF65+ HMOJFG| ZC|XP
 - SMg8FS8ZS| ; AWLT 5|-LGF ; AWLT SFD VU|G| ; 1D VIWSFZL G| ; I8OLS8PsKk, F V\$ JQF"GF UF/F NZdi FGGF
 - SMg8FS8ZS| ; AWLT 5|-LGF ; AWLT SFD VU|GF VMOZGL GS, P
 - 8g0Z OL E ZJF DF8GM OLDFgO Of08P
 - . PV|DPOLPGL ZSD E ZJF DF8GM OLDFgO Of08P
4. 8g0Z OL GF OLDFgO Of08 JUZG| 8g0Z ZN SZJFDFVVFJXP
5. p5ZMST SIDv# DFI H6FJ|, F N: TFJ|HM 5\$SL VWJZF N: TFJ|HM S| . PV|DPOLPGL ZSDGF OLDFgO Of08 JUZGF 8g0Z : JLSFZJFGL S|GCL : JLSFZJFGL ; tTF V+|GL SRZLG| ZC|XP
6. 5F. ; ALOsEFUvVfDA VF ; FY| ALO|, X0I|, vA4 TDH XZTM : JLSFI FGL ; CL ; FY| ; L, AW SJZDA VF5JFG| ZC|XP VWZL IJUTM ; FY|GF ALOF6M V: JLSFI " ZC|XP TDFD N: TFJ|HM ; L, AW SJZDA 5\$ SZL SJZ p5Z cc 5F. ; ALOcc VG| SMg8FS8ZG| GFD NXFJFG| ZC|XP
7. p5ZMST NXFJ|, AgG| SJZM sEFUvV VG| EFUvAf V\$ Vg| SJZDA D\$L ; L, AW SZL SJZ p5Z **ccXCZ IJEFUv! TDH TDGL GLR| VFJTL 5BF SRZLDA SMd%I 8Z VG| 15g8ZGL JFIQFS WMZ6| DZFDTGF SFD DF8| VF5| , :5XLIOSXG DHAG| SFDcc** , BL V+|GL SRZLG| ZJFGF SJJFG| ZC|XP
8. 8g0Z DFICTLDA H6FJ|, TFZLB ; WLDFA VFJ|, 8g0ZM NXFJ|, TFZLB| BM, JFDFVVFJX\$HF| XSI CX| TMF
9. 8g0ZDA H6FJ|, TFZLB 5KL VFJ|, 8g0ZM Dfg| ZFBJF S|GCL ZFBJFGL ; tTF V+|GL SRZLG| ZC|XP ! _P 5LHLJL; LV|, SM. 56 S|AWF 8g0Z SM. 56 SFZ6 NXFJ| F JUZ ZN SZJFGL ; tTF VAFWLT ZFB| KP

SFI 5F, S . HGZ
 5LHLJL; LV|, 4 XCZ IJEFUv! 4
 ZFHSM8

RFQ No:-

PASCHIM GUJARAT VIJ COMPANY LIMITED

Office of the Executive Engineer

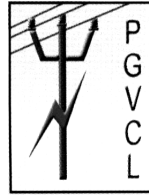
City Division No:-1 , RAJKOT

Old Power House Compound , Near Hotel Kavery , Kanak Road

Telephone No:- 0281 – 2226817 , Fax No:- 0281 – 2223527

E mail:- rcd1.rajkot@gebmail.com Web Site:- www.pgvcl.com

CIN U40102GJ2003SGC042908



**Annual Maintenance Contract for Computers and Printers of,
City -1 Division office & Its various office , Rajkot**

ESTIMATED AMOUNT:- RS. 1,80,000/-

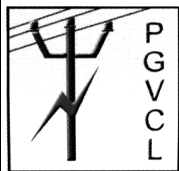
Tender Notice No:- 05/2017-18

Tender No:- 12/2017-18

Tender Fee

Rs.1000/-

+G.S.T.18% extra



**5IzD UHZFT JIH S5GL , IDI8P
XCZ IJEFULI SRZLV!**

SGS ZM04 SJZL CMB, GL ; FDZ ZFHSM8v#&_ __!

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8gOZ GMBL; GAZP 5qZ ! * v! (VG(8gOZ GAZv! Z qZ ! * v! (

SFI '5F, S . HGZzL XCZ IJEFUVZ4HGF 5FJZ Cfp; Sd5Fpg04 SGS ZM04 SFJZL CMB, GL ; FDZ ZFHSM8 DF8| **XCZ IJEFUV! TDH TDGL GIR| VFJTL 5BF SRZLDFI SM%| BZ VG(15g8ZGL JFIQFS WMZ6(DZFDTGf SFD DF8|VF5| :5XLIOSXG DHAGf SFD DF8|**; AIWT SMg8FS8ZM 5F; |L ; L, AW SJZDFV, U V, U EFJM DUFJJDFVVFJ|KP

| SDFS | IJUT | |
|------|--|--------------------------------------|
| ! | VNFHLT ZSD | ~FP1,80,000qv |
| Z | 8gOZ OL s5ZT G SZJFG(5F+f | ~F! 4____qv+G.S.T. 18% Extra |
| # | AFGFGl ZSD s. PVDPOLF | ~FP1,800qv |
| \$ | 8gOZ JCRF6GL Kk, L TFZLB | _! v_) vZ_! *q ! &0__ S, FS ; ML |
| 5 | 8gOZ :JLSFZJFGL Kk, L TFZLB q ; DI | ! #v_) vZ_! *q ! &0__ S, FS ; ML |
| & | 8gOZ BM, JFGL TFZLB q ; DI sXSI CX TMf | ! #v_) vZ_! *q ! &0#_ S, FS |
| * | ; LSI MZL8L OL5MhL8 | 5@ VMOZ SLDTGF |
| (| ; DI DI FNF | ! Z DICGF |

8gOZ OL TYF AFGFGl ZSDs. PVDPOLF AgSGF\OLDFgO OF08YL s5LPHLPJLP; LPV| P GL TZO(6DF ZFHSM8 BFT| R\$JJF 5F+f EFJF| ; FY| E ZJFGL ZCXP| VYJF V +|GL SRZLV| VMOL; ; DI NZdi FG ZMSOYL E ZL XSFXP

8gOZGL 5ZL IJUTM E ZL ZHL:80" 5M:8q :5LO 5M:8YL SFI '5F, S . HGZ4 5LHLJL; LV| 4 XCZ IJEFULI SRZLV! 4 SGS ZM04 HGF 5FJZ Cfp; Sd5Fpg04 ZFHSM8G| DMS, JFGF ZCXP 8gOZGF SJZ p5Z **ccXCZ IJEFUV! TDH TDGL GIR| VFJTL 5BF SRZLDFI SM%| BZ VG(15g8ZGL JFIQFS WMZ6(DZFDTGf SFD DF8| VF5| :5XLIOSXG DHAG|SFDcc** T|D NXFJJFG|ZCXP

EFU v V s8[SGLS, ALOF

8gOZ D/JJF DF8[GL VZHL

ZJFGF

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TFP

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ZFHSM8P

IJOFI ovXCZ IJEFUV! T[DH T[DG LRL V[FJTL 5B SR[ZLDF\SMd%I]BZ VG[I5g8ZGL JFIQFS

WMZ6[DZFDTGF SFD DF8[VF5[, :5XLIOS[XG D]HAG] SFD DF8[GF 8gOZ AFATP

; NE'bv 8gOZ GM8L; GAZP_5qZ_! * v! (VG[8gOZ GAZv! Z qZ_! * v! (

DFGGLI ; FC[AzL4

HI EFZT ; FY p5ZMST IJOFI GF VG); WFG[VF5GL ; DFRFZ 5+DF\VFJ[, HFC[ZFTGF VG); WFG[C] **XCZ**

IJEFUV! TDH TDGL GLR[VFJTL 5B SR[ZLDF\SMd%I BZ VG[I5g8ZGL JFIQFS WMZ6[DZFDTGF

SFD DF8[VF5[, :5XLIOS[XG DHAG] SFD C] SFD SZJF DFUJ K4VF ; FY[H~ZLI FT D]HAGF GLR[GF

N: TFJ]HM ALO[, KP

- SMg8FS8ZS[; AWLT 5[-LGF 5LPV[DP SMO GL GS, P
- SMg8FS8ZS[; AWLT 5[-LGF PAN SFO'GL GS, P
- SMg8FS8ZS[; AWLT 5[-LGF OPV[P8LP5[DF65+ HMOJFG] ZCXXP
- SMg8FS8ZS[; AWLT 5[-LGF ; \AWLT SFD VU[G] ; 1D V IWSFZL G] ; I8'OLS8PsKk, F Vp
- SMg8FS8ZS[; AWLT 5[-LGF ; \AWLT SFD VU[G] VMO'ZGL GS, P
- 8gOZ OL E ZJFDF\DF8[GL OLDFgO Of08 AgS_____P

Of08 GP_____TF_____P

- . V[DPOLGL ZSD E ZJFDF\DF8[GM OLDFgO Of08 AgS_____P

Of08GP_____TF_____P

p5ZMST AFATM wI FGDF\, . DFZ] 8gOZ :JLSFZJF GD| IJGTL


VFEFZ ; CP

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Annual Maintenance Contract for Computers and Printers of PGVCL, City -1

SCHEDULE-A

| SR. NO. | PARTICULAR | Unit | Qty. | Rate Per No. | Total Amt. |
|------------|---|------------|------|--------------|------------|
| 1 | Annual Maintenance Contract for HCL/SIS & ACER Black Computer Repairing work with Part's Under RCD-1 (As Per Attached Schedule) | No. | 34 | | |
| 2 | Annual Maintenance Contract Printers HQ 1600 (Attached Schedule) | No. | 1 | | |
| 3 | Annual Maintenance contract of the Dot Matrix Printers | No. | 25 | | |
| 4 | Annual Maintenance contract of Laser Printers | No. | 28 | | |
| 5 | Annual Maintenance contract of the Laser and Multi-Function Printers | No. | 1 | | |
| 6 | Scanner | No. | 6 | | |
| TOTAL AMT. | | | | | 1,80,000 |

Rate must be quoted exclusive of G.S.T. applicable on service with respective Code narrated in Act.Bill must be submitted with G.S.T.

Contractor Sign & date

**EXECUTIVE ENGINEER
PGVCL, CITY DN-1 , RAJKOT**

SCHEDULE – "A"

TERMS & CONDITIONS

1. Scope of service:

- 1.1 You have to attend breakdown calls whenever reported, without any delay of receipt of information over telephone. This AMC covers IT equipment be located at Rajkot city Division no-1 office, And Various sub div. of RCD-1, Rajkot.
- 1.2 You have to repair and/or replace faulty parts/items/components free of cost as and when required to run the system smoothly.
- 1.3 The PGVCL reserved the right to terminate the contract if your service is found unsatisfactory and in that event, the amount paid as Security Deposit shall be forfeited and damage occurred on account of your fault shall also be recovered from you.
- 1.4 In the event of any dispute regarding any clause of this contract the decision of the undersigned shall be final and binding on you.
- 1.5 You have to work as per the instruction of Junior Programmer, IT section, RCC. In addition any dispute regarding time limit of repairs and service, decision of undersigned will be final.
- 1.6 The general terms & conditions of works contract prescribed by PGVCL shall be applicable in this case order is issued subject to the same.
- 1.7 You have to maintain fault card that should contain details (but not limited to) Serial No. of system, Name of Employee, Section, Problem, replacement of parts (if any), call status pending/completed, remarks etc. signed by the concern whose computer / system fault is attended. The summary of replacement made during that quarter is also to be attached, indicating serial no. of pc, name of user, type of fault, date, etc.
At the time of submission of bill the copy of the fault card along with summary is to be submitted for which the fault is attended.
- 1.8 You have to follow the IT policy implemented by GUVNL,(soft copy will be available from our IT section) in addition any amendment in IT policy that may be done by GUVNL will also binding to you.
- 1.9 During the contract period, if any harm/damage occurs 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.

It includes attending unscheduled fault which may be registered on telephone (the engineer must be available on phone on 24 X 7 basis & any change in contact details should be communicated to users immediately) & bi-monthly visit of qualified technical personnel for preventive maintenance per unit during the Annual Maintenance contract period, for inspection & routine cleaning etc. to ensure smooth functioning of the same.

It includes but not limited to, setting right functioning of the system, replacement of unserviceable parts/items/components. Parts/ items/components replaced will either be original new parts/ items/components or parts/items/components equivalent in performance to new one. In case if the brand, model become obsolete the same shall be replaced with equivalent/higher part/items/components.

The systems are functioning in LAN, so problems related to network, i.e. LAN Drivers, LAN configuration, crimping (both sides), I/O box punching, network switch malfunctioning etc. to be solved, in addition drivers of printers, acrobat reader etc. are to be installed. Operating System is to be reinstalled only in unavoidable circumstances and in addition it should be done in the presence of the concern user and taking backup of the user data, and after consultation of the IT Section Circle Office. If any pc found out of domain, intimate to IT section of circle office. If any harmful data (like games and etc.) are found remove it immediately, virus scanning & cleaning is also to be done whenever found necessary.

The charges are inclusive of cost of spares and replacement/repair of faulty parts/items/components. This includes electronic parts, cables, wires, connectors, motherboard, processor, processor fan, key board, mouse, network card, RAM chips, SMPS, monitor, hard disk, CD / DVD drives, scanner, printer gear mechanisms, Printer Head, printer head cables, printer band, printer knob, etc. and excluding consumables like Dot Matrix Printer ribbon and laser Printer cartridge/toner. Also note that UPS is not covered in this Annual Maintenance Contract.

- 1.10 At each location, PGMVCL will keep record of machine failure including the nature of failure, date and time of booking the complaint (at mutually agreed location), when the machine is made up and the total down time. This record will be signed by the company service engineer and PGMVCL representative.
- 1.11 On expiry of the contract after one year, the firm will have to hand over the systems in perfect working condition to the PGMVCL, failing which the amount spent on setting the system repaired/in working condition from the market of will be deducted from the security deposit of the firm.
- 1.12 Alteration in AMC:
 - 1.12.1 In case of, any equipment (i.e. desktop pc, printer, scanner) required to be taken out of AMC during this contract period by undersigned, the same is to be removed and payment of that particular equipment would be calculated from the starting date of contract to the date on which it has been taken out of AMC.
 - 1.12.2 To cover any equipment under AMC during contract period, the same is to be added to AMC and payment of such equipment is to be calculated from the date of addition of the equipment to AMC. Above alterations would be informed to AMC vendor well in advance by the undersigned.

2. Service Level:

Service call should be attended within 3 hours and solved within 24 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 from IT Section, RCC.

Sufficient stock of necessary spares should be available with tenderer so that fault or defect etc. is rectified immediately in order to have smooth functioning of the equipment. Qualified person should be well versed in solving day to day hardware/software related faults, also he should be equipped with maintenance kit covering devices, S/W that may require to carrying out work.

This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover break down or services arising out of damages caused due to fire, theft, riots, accidents, earthquake, storm and other natural calamities.

3. 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.

4. Agreement Period:

The tenderer shall undertake the Annual Maintenance Contract for the period of 12 months (one year) commencing from date of agreement. The work order will start from the date of issue of this order.

5. Payment Terms:

Payment will be made quarterly by A/C payee cheque on receipt of Advance receipt from you. Maintenance charges are payable quarterly for tendering the service satisfactorily & on producing copy of fault card during that quarter.

6. Penalty:

Failing of “service level (Clause No.2.1 of schedule-A)” will attract penalty equal to 0.5% of AMC value for every week of delay or part thereof up to a maximum of 10% of AMC value. Once the maximum is reached, PGVCL may consider the termination of the order. Over and above we may carry out the said fault/defect from other party at your risk & cost. The amount so paid to other party will be deducted from your bill along with penalty without any further intimation or correspondence in this matter.

However, on genuine case and on production of proof and if satisfied, extension of time limit will be granted within the powers of undersigned.

Note : The work order will start from the date of issue of this order.

Executive Engineer (O&M),
PGVCL, City Division-I Rajkot.