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|  |  PASCHIM GUJARAT VIJ COMPANY LIMITED RAJKOT CITY CIRCLE OFFICE |  (0281) 2365910-2365912 |
| | Laxminagar, Nana Mava Main Road, Rajkot-360004. |  (0281) 2365531 |
| | CIN: U40102GJ2003SGC042908 |  serjc.pgvcl@gebmail.com |
| | | Web Site: www.pgvcl.com |

TENDER NO.55

Tender for Annual Maintenance Contract for Computers and printers of City Circle Office, GUVNL, Police station and RSO, Rajkot.

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|---|---|--------------------------|-----------------|
| 1 | Estimated cost | Rs.57,000/- | |
| 2 | Last date of downloading of tender | Dt.22.06.2018 | Upto 17:00 hrs. |
| 3 | Last date for filled tender to be reached (By Registered post/ Speed post only) | Dt.22.06.2018 | Upto 17:00 hrs. |
| 4 | Date for opening of Tender (if possible) | Dt.22.06.2018 | Upto 17:30 hrs. |
| 5 | EMD amount | Rs. 570/- | |
| 6 | Tender fee (non refundable) | Rs.1180/- (with 18% GST) | |
| 7 | Time Limit | 1 Year | |

Note :

1. Tender can be collected through downloading from our website www.pgvcl.com.
2. Tender will not be consider after last date of download of tender and similarly Demand Draft of EMD and Tender fee will not be consider after date, which may be noted while filling the tender.
3. Tender shall be send by Registered post / Speed post only in closed cover and on the cover clearly mention "**Annual Maintenance Contract for Computers and Printers of City Circle office, Police Station and RSO, Rajkot.**" with tender No.
4. No interest will be paid against payment of EMD.
5. If EMD is not paid, tender shall not be considered in competition.
6. If any tender received late (after date of acceptance and time is mentioned in the tender copy) will not be accepted and considered in competition.
7. All taxes are including in the rate. (i.e. GST).
8. Copy of tender duly signed & sealed by tender.

* Two Cover System *

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| <ol style="list-style-type: none"> 1. Techno/ Commercial bid :- <ul style="list-style-type: none"> -- Tender fee / EMD DD. -- PF Copy -- Experience Certificate -- PAN Card Copy. -- GST Registration copy (If GST included in rates). | <ol style="list-style-type: none"> 2. Price Bid:- <ul style="list-style-type: none"> -- Schedule "A" Copy Only. |
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SCHEDULE 'A'

| Sr. No. | Description | Unit | Rate in Rs. | Qty in Nos. | GST tax in Rs. | Total Amt. with GST in Rs. |
|-----------------------|---|------|-------------|-------------|----------------|----------------------------|
| 1 | Annual Maintenance contract of the Computers. | No. | | 29 | | |
| 2 | Annual Maintenance contract of the Wep HQ 1600 High Speed Printer. | No. | | 1 | | |
| 3 | Annual Maintenance contract of the Laser and Multi-Function Printers. | No. | | 6 | | |
| 4 | Annual Maintenance contract of the Dot Matrix Printers. | No. | | 2 | | |
| 5 | Annual Maintenance contract of Laser Printers. | No. | | 20 | | |
| Total Amt. Rs. | | | | | | |

We have 29 Desktop Computers (HCL and ACER Make) and 29 nos of printers of Rajkot City Circle, RSO and Police Station for which Warranty is expired or AMC is completed. To keep them running smoothly, maintenance and repairing is to be given.

SCHEDULE 'B'

1. Tender fee:-

Tender fee (Non-refundable) Rs.1180/- should invariably be paid by way of Demand Draft; otherwise offer will be ignored out rightly. Indian Postal Orders (IPO's) & Cheques are not acceptable. Demand Draft should be in the name of the "Paschim Gujarat Vij Co. Ltd.", Payable at Rajkot.

2. Estimated cost Tender shall be Rs.57000/-(Rs. Fifty Seven Thousand Only)

3. EMD:

EMD Rs.570/- should invariably be paid by way of Demand Draft; otherwise offer will be ignored out rightly. Indian Postal Orders (IPO's) & Cheques are not acceptable. Demand Draft should be in the name of the "Paschim Gujarat Vij Co. Ltd.", Payable at Rajkot. The envelope shall be addressed to the Superintending Engineer, City Circle office, PGVCL, Rajkot and PGVCL will not be responsible for the transit loss or misplacement.

"Tender fee Demand Draft & EMD Demand Draft must be kept in the cover of EMD; otherwise supplier's offer is liable as rejected."

4. Security Deposit will have to be paid by successful vendor 5% of value of order by Cash / DD within 7 days after LOA at City Circle Office, Rajkot

5. Validity of the Offer: The offer will have to be keep valid for period of 120 days from the date of opening the bids. With mutual agreement. time limit can be extended beyond 120 days.

6. All legal complication and disputes are subject to Rajkot jurisdiction only.

➤ If tender received late or it is misplaced in transit, then the PGVCL is not responsible for the same and tender fee would not be refunded.

➤ The PGVCL reserve the right to terminate this rate contract at any time during its tendency without giving notice of termination or any reasons thereof.

➤ The tenderers should thoroughly read all the above clauses before submitting their tender. The original copy of the commercial terms and conditions duly signed on each page, stamped with company's seal must be submitted along with the bid.

7. Tender should be submitted by Registered post / Speed post only.

8. Name of the Tender and Tender Notice No. should be specifically mentioned on the Envelope.

9. If tender received late or it is misplaced in transit, then the PGVCL is not responsible for the same and tender fee would not be refunded.

10. Tender invited from Vendor having P.F. code. If rules of P. F. code not applicable to Vender then they have to submitted surety on Stamp Paper of Rs. 20/- duly notarized as prescribed by City Circle Office, Rajkot.

11. The tenderers should thoroughly read all the following clauses before submitting their tender. The original copy of the Commercial terms and conditions duly signed, stamped with company's seal must be submitted along with the bid.

12. In case of any dispute doubt, the decision of Superintending Engineer ,City Circle, Rajkot shall be unchallengeable and final , which will be binding to the contractor.

13. The contractor has to co-ordinate and co-operate fully with Engineer In Charge and for execution of the works.

14. The PGVCL reserve the right to terminate this contract at any time during its tendency without giving notice of termination or any reasons thereof.

15. The undersign reserve the rights weather any tender is accepted or not.

16. If any matter, public dispute arise between PGVCL and Contractor, Contractor is permitted to represent the matter up to tender issuing authority only and decision of the tender issuing authority will be final and binding to Contractor. And if any legal dispute is arising with the Contractor if concluded shall be subject to the exclusive jurisdiction of the Rajkot only.

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 circle office, Police station and RSO.
- 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) & tri-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 and teflon. Also note that UPS is not covered in this Annual Maintenance Contract.

- 1.10 At each location, PGVCL 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 PGVCL 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 PGVCL, 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.

1.13 The successful bidder must have full-fledged office with Service Centre at Rajkot. Please attach the copy of any of one of the following: Property tax bill / Electricity Bill / Telephone Bill / G.S.T.-C.S.T. Registration / Lease agreement. If currently, the bidder is not having the office at Rajkot, it is mandatory for the successful bidder to establish the office at Rajkot before commencement of the contract failing which the contract will be liable for termination.

2. Service Level:

2.1 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.

2.2 Sufficient spare parts which are frequently needed or as suggested by 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, DVD drive, DVD writer, 15" color / LCD / LED monitor, SATA cables, 5A power cables, 15A power cables, SMPS, IDE cables, motherboard, BIOS battery (cell), etc.

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.

Contractor's Signature :

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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-B)" 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.

SCHEDULE – “C”
TECHNICAL SPECIFICATIONS

The Specifications of Desktop PC are as under:

Make : HCL / ACER
 Processor : Pentium IV/ AMD Phenom™II x2 560 processor with 3.30 GHz / AMD Athlon 64x2 Dual core with 2.0/2.4/2.5/2.8/3.0/3.2/3.3 GHZ
 Memory : 512 / 1 / 2 GB
 Hard Disc : 40 / 80 / 160 GB
 Other Peripheral : CRT / TFT Monitor, Keyboard , Mouse , Network Card
 Drive : CD Drive / DVD ROM / Combo / CD-DVD RW
 OS : Windows XP professional with SP3, windows 7.

| LOCATION AND SERIAL NOS. OF COMPUTERS | | |
|---------------------------------------|----------------|---------------------|
| Sr.No. | Location | Serial no. |
| 1 | RCC-CIVIL | AWC04RV738A3306093E |
| 2 | RCC-TECH | AWP04GV4238263020SE |
| 3 | RCC-TECH | AWP04GV4238263029SE |
| 4 | RCC-TECH | AWP04GV4238263014SE |
| 5 | RCC-TECH | AWP04GV4238263017SE |
| 6 | RCC-EXP | AWP04GV4238263013SE |
| 7 | RCC-EXP | AWP04GV4238263016SE |
| 8 | RCC-EXP | AWP04GV4238263102SE |
| 9 | RCC-EXP | AWP04GV4238263116SE |
| 10 | RCC-EXP | 9121AA343526 |
| 11 | RCC-HR | AWP04GV4238263096SE |
| 12 | RCC-HR | AWP04GV4238263008SE |
| 13 | RCC-REV | AWP04GV4238263004SE |
| 14 | RCC-REV | AWP04GV4238263010SE |
| 15 | RCC-REV | AWP04GV4238263019SE |
| 16 | RSO | AWP04GV4238262948SE |
| 17 | RSO | AWP04GV4238263025SE |
| 18 | RSO | 8076A4018583 |
| 19 | RSO | UDVAYSI041C4021562 |
| 20 | RSO | 9121AA344191 |
| 21 | RCC-IT | 8076A4018529 |
| 22 | RCC-IT | 6086A4225843 |
| 23 | RCC-GEKC | 9121AA344125 |
| 24 | POLICE STATION | 8076A4018357 |
| 25 | POLICE STATION | 8076A4018561 |
| 26 | POLICE STATION | 9121AA344085 |
| 27 | POLICE STATION | 9121AA343493 |
| 28 | DYSP | AWC04RV738A3308653E |
| 29 | DYSP | AWC04RV738A3306223E |

| LOCATION AND SERIAL NOS. OF PRINTERS | | | |
|---|-----------------|---------------------|-------------------|
| Sr.No. | Location | Model | Serial no. |
| 1 | RCC-TECH | CANON MFP 4350D | ELD11000 |
| 2 | RCC-TECH | CANON MFP 4350D | ELD02611 |
| 3 | RCC-TECH | CANON LBP 2900 | LPMA705724 |
| 4 | RCC-TECH | CANON LBP 2900 | NAQA203379 |
| 5 | RCC-TECH | HP MFP 1005 | CNH8H2BKN6 |
| 6 | RCC-TECH | CANON LBP 2900 | NAQA421442 |
| 7 | RCC-TECH | LASERJET PRO 202 DW | VNC3J31152 |
| 8 | RCC-REV | LASERJET PRO 202 DW | VNC3J31148 |
| 9 | RCC-HR | LASERJET PRO 202 DW | VNC3J31144 |
| 10 | RCC-CIVIL | CANON LBP 2900 | NAQA870811 |
| 11 | RCC-EXP | HP LASERJET 1020 | VNC3820667 |
| 12 | RCC-EXP | HP LASERJET 1020 | CNC0518366 |
| 13 | RCC-EXP | SAMSUNG ML-1911 | Z4BNBKEZ500063L |
| 14 | RCC-EXP | EPSON LX-300+ | JNWX420701 |
| 15 | RCC-EXP | HP MFP 1005 | CNH8F5YFPZ |
| 16 | RCC-IT | HP LASERJET 3052 | CNCJ007790 |
| 17 | RCC-IT | WIPRO HQ-1600 | 6D101557 |
| 18 | RCC-HR | SAMSUNG ML-1610 | 3967BKBP603871M |
| 19 | RCC-HR | HP LASERJET 3015 | CNBS207663 |
| 20 | RCC-HR | HP LASERJET 1020 | CNCK783251 |
| 21 | RCC-HR | CANON LBP 2900 | NAQA330064 |
| 22 | RCC-IC | SAMSUNG ML-1610 | 3967BKBP604041D |
| 23 | RCC-REV | CANON LBP 3000 | MBGA406162 |
| 24 | RCC-REV | HP LASERJET 1200 | NOT READABLE |
| 25 | RSO | CANON 2900 | NAQA370145 |
| 26 | RSO | CANON 2900 | NAQA150582 |
| 27 | RSO | WIPRO LQ-1050+ DX | LA9C054277 |
| 28 | RSO | SAMSUNG ML-1911 | Z4BNBKEZ500267W |
| 29 | POLICE STATION | CANON LBP 2900 | MBGA403722 |

**Superintending Engineer(City)
PGVCL, Circle office, Rajkot.**

Contractor's Signature :

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