

For News Papers(1st Call)**Sant Gadge Baba Amravati University
1st Extension eTender Notice**

No. SGBAU/015/ 65/2022


Date: 15/03/2022

E-Tenders are invited for Maintenance of Computers & its peripherals & UPS (above 1 KVA) through Break Down Service Mechanism.

Tender Sr. No.	Name of Tender
CC-1/2022	Annual Maintenance Contract of Computers & its peripherals
CC-2/2022	Annual Maintenance Contract of UPS (above 1 KVA)

Details of E-Tender along with Tender Notice, Terms & Conditions, Forms, Date of submission and opening etc. are available on www.mahatenders.gov.in. Right to reject any tender (part or full), without assigning any reason, is reserved by the University.

Registrar

For Website(1st Call)**Sant Gadge Baba Amravati University
1st Extension eTender Notice**

No. SGBAU/015/ 65/2022

Date : 15/03/2022


E-Tenders are invited for Maintenance of Computers & its peripherals & UPS (above 1 KVA) through Break Down Service Mechanism.

Tender Sr. No.	Name of Tender	Cost of Tender Form	EMD	Last Date of Submission upto 04.00 PM	Date of Opening at 4.00 PM
1	2	3	4	5	6
CC-1/2022	Annual Maintenance Contract of Computers & its peripherals	500/-	8000/-	21/03/2022	22/03/2022
CC-2/2022	Annual Maintenance Contract of UPS (above 1 KVA)	500/-	8000/-	21/03/2022	22/03/2022

E-Tenders, Cost of Tender Form and EMD should be compulsorily submitted online on website www.mahatenders.gov.in. Tender will be open in the presence of Tender Opening Committee at E-Tender cell, Engineering section, S.G.B. Amravati University. The bidder shall submit the hard copy of Technical document as mentioned in Terms and Conditions at Sr. No. 4 Computer Centre. Right to reject any tender (part or full), without assigning any reason, is reserved by the University.

Registrar

Envelope - 01

Sant Gadge Baba  Amravati University
E-Tender Notice (Technical Bid)
TENDER NO. CC-2/2022

To,
The Registrar,
SantGadge Baba Amravati University
Amravati

Subject- Maintenance Contract of UPS (above 1 KVA) through Break Down Service Mechanism.

Ref- Tender Notice No SGBAU/015/65/2022 dated 15/03/2022 Due date(21/03/2022)

R/Sir.

With reference to the above I/We M/s-----quote herewith the rates for Maintenance Contract of UPS (above 1 KVA) through Break Down Service Mechanism.

I/We read & accepted all terms & Conditions which is enclosed with this Tender From.

1	Full Name of Vendor:		
2	Name of Firm:		
3	Address of the Firm:		
4	E-Mail:		
5	Phone No.:		
6	Mobile No :		
7	Shop Act Registration Certificate (if available)	Enclosed	Not Enclosed
8	Income tax Clearance Certificate /Return Certificate (Upto last date of Submission of this tender)	Enclosed	Not Enclosed
9	GST Registration Certificate	Enclosed	Not Enclosed
10	Tender Form Fee Exemption Certificate (for availing the facility of exemption)	Enclosed	Not Enclosed
11	EMD Exemption Certificate (for availing the facility of exemption)	Enclosed	Not Enclosed
12	PAN Card	Enclosed	Not Enclosed
13	Experience Certificate or order of the firm copy	Enclosed	Not Enclosed
14	Declaration Regarding Blacklisting/.Debarring of Taking part in Tender(As per Annexure-G)	Enclosed	Not Enclosed
15	Fall Cause Certificate (As per Annexure-H)	Enclosed	Not Enclosed
16	Tender From Fee and Tender Deposit Money(EMD)	Enclosed	Not Enclosed

I/We have read carefully and have understood the same in vernacular know to me /us about all the General Terms & Condonation & Slandered Terms & Conditions and I we hereby agrees to the same and shall abide by them hence this verification.

Name of Firm -----
GST Registration No.-----
PAN No. -----
Signature of Vender -----
Name of the Authorized Signatory -----
Seal of the Firm. -----

Annexure-G

**DECLARATION REGARDING BLACKLISTING / DEBARRING FOR
TAKING PART IN TENDER**

(To be executed & attested by public Notary / Executive Magistrate on Rs. 100/- judicial Stamp paper by the bidder)

I / We Supplier / Manufacturer / Partner(s) /
Authorized Distributor of M/s. Hereby declare that the firm / company
namely M/s. has not been blacklisted or debarred in the past by
Union / Sate Government or by any other organization from taking part in tenders in India.

Or

I / We Supplier / Manufacturer / Partner(s) /
Authorized Distributor of M/s. Hereby declare that the firm / company
namely M/s. has not been blacklisted or debarred in the past by
Union / Sate Government or by any other organization from taking part in tenders for a period of
..... years w.e.f..... to The period is over on And
now the firm / company is entitled to take part in tenders

In case the above information found false I / We fully aware that the tender / contract will be rejected / cancelled by the
University and EMD / SD shall be forfeited. In additions to the above University will not be responsible to pay the bills for
any completed / partially completed work.

DEPONENT

Name :
Address :
.....
.....

Attested :

(Public Notary / Executive Magistrate)

Annexure – H

Fall Clause Notice Certificate

This is to certify that we have offered the maximum possible discount to you in our Tender No..... Dated The Price Charged for the stores supplied under Rate Contract should under no event be higher than lowest prices at which the party sells the goods of identical description to any other Govt. organization / PSU/s / Autonomous bodies / Pvt. Organization during the period of contract failing which the “FALL CLAUSE” will be applicable.

In case, if the price charged by our firm is more, SGBAU will have the right to recover the excess charged amount from the subsequent / unpaid bill of the supplier.

Seal and signature of Tenderer

Note : This letter of authority should be on the letter head of the quoting firm and should be signed by the person competent and having the power of attorney to bind the same.

SANT GADGE BABA AMRAVATI UNIVERSITY
University Campus, Near Tapowan, Mardi Road, Amravati 444602
Phone No. (0721), 2662206, 2662358 Ext. No. 251, 241 Fax No. :(0721) 2660949, 2662135
Email – hoc@sgbau.ac.in Website : www. sgbau.ac.in

TENDER NO. CC-2/2022

Tender Notice No SGBAU /015/65/2022 Date 15/03/2022

1st Extension D u e d a t e 2 1 / 0 3 / 2 0 2 2)

GENERAL TERMS & CONDITIONS

- 1) E- Tenders are invited from experienced manufacturers / Authorized Dealer / Authorized supplier/service provider for Annual Maintenance Contract of Computers & its peripherals
- 2) E-Tenders should be compulsorily submitted online only
- 3) Last date of online submission of E-Tender are on or before **21/03/2022** up to 04.00 PM and will be opened on **22/03/2022** at 12.30 PM in the presence of Tender opening committee if possible at E-Tender Cell, Engineering Section, S.G.B. Amravati University.
- 4) The tenderer must be submit the following documents online only. If following documents are not found at the time of opening, the tender will not be consider. (The hard copy of the same will be submitted to Computer centre of the SGB Amravati University before the date of opening)
 - a) Shop Act Registration Certificate (if Applicable)
 - b) Income Tax Clearance Certificate / Return Certificate (latest / Current Year)
 - c) GST Registration Certificate
 - d) Tender Form Fee Exemption Certificate (for availing the facility of exemption)
 - e) EMD Exemption Certificate,if applicable (for availing the facility of exemption)
 - f) PAN Card
 - g) Experience Certificate or Order copy of other firm regarding this type of printing
 - h) Declaration Regarding Blacklisting / Debarring of Taking part in Tender (As per Annexure-G)
 - i) Fall Clause Certificate (As per Annexure-H)
 - j) Tender Form Fee and Tender Deposit Money (EMD) (as per norms)
- 5) The Tender From Fee of Rs500/- and EMD of Rs.8,000/- should be submitted online only
- 6) The Service Provider whose tender is accepted shall have to give security deposit of Rs.5,000/- (Rupees Five thousand only) by demand draft in favour of Registrar, Sant Gadge Baba Amravati University Amravati.
- 7) Incomplete tenders not in conformity with our prescribed specifications, terms & conditions will be rejected. University has right to accept/ reject any or all tenders without assigning any reason"s.
- 8) Quoted rates should be inclusive of all taxes (i.e. GST,)
- 9) Repairs is to be carried out at the location of the equipment and should not take any equipment out side the university campus for repair or any other purpose without the written permission of Controlling Officer.
- 10) The Service Provider shall execute the Agreement with the University in the format approved by the Management Council. Copy of the Agreement is enclosed on Annexure-II.
- 11) The provision made in Regulation No. 2/2009 in respect of maintenance of Computers & its Peripherals shall be binding on the Service Provider. Copy of the Rule is enclosed on Annexure-III.
- 12) Service Provider whose tender is accepted shall have to deposit replaced defective parts or Hardware with the university, if any.
- 13) Income tax / Service Tax/GST as per rules will be deducted from bills.
- 14) The University does not accept any responsibility for any inconvenience caused to the tenderer due to delay in receipt or submission of tender by post at our office.
- 15) The lowest rates will be calculated on the basis of the following mechanism :
$$\text{Cost} = \sum \text{Cost of Item X frequency of the failure Item} / \text{Total frequencies of failure of all items.}$$
- 16) The lowest will be decided not only on the cost, but also on No. of services given by the tenderer/service provider.
- 17) Incomplete tender shall not be considered, Right to reject any or full or part tenders without assigning any reason thereof is reserved by the University.
- 18) The Controlling Officer will be satisfying officer for all repairs.

- 19) The suppliers should quote rates for each article quite independent of the rates of other articles, as it will be the right of the University to accept the offer partially or fully.
- 20) The supplier shall supply the ordered goods/services within the delivery period mentioned in the purchase order. Failing which the penalty as per Regulation 2/2009.
- 21) University has right to reject any part or full articles if the quality of material is disapproved & will be kept in stores / Dept. at supplier's risk only. It should be replaced at suppliers own cost within seven days.
- 22) In the event of failure to comply with the supply order the EMD will be forfeited. As well as if suppliers fail to replace the rejected goods in time, we are at liberty to purchase the ordered goods from the open market without giving any prior notice & if compelled to purchase at the higher price than your approved rates such losses shall be recovered from the S.D. or any outstanding payment of the tenderer.
- 23) The terms of payment in advance or through bank will not be accepted
- 24) **Term of payment:** Payment to be made to the supplier will subject to the deduction of taxes applicable at source at the rate in force from time to time and after satisfactory supply/services .

Registrar
Sant Gadge Baba Amravati University

I / We have read carefully and have understood the same in vernacular known to me / us about all the General Terms & Conditions and I / we hereby agrees to the same and shall abide by them hence this verification.

Name of Firm -----
GST Registration No.-----
PAN No. -----
Signature of Vender -----
Name of the Authorized Signatory -----
Seal of the Firm. -----

**DRAFT AGREEMENT OF MAINTENANCE OF UPS (ABOVE 1KVA) THROUGH BREAKDOWN
SERVICE MECHANISM
(on Rupees Five Hundred Stamp Paper)**

1) This deed of agreement made on this _____ day of _____ between Sant Gadge baba Amravati University, Amravati through it's Registrar hereinafter called the University on one part.

And

hereinafter called "Service Provider" on the other part, which expressions shall include his legal heirs and successors.

The charges for replacement of spares, repair of spares, if any, service charges if any is as per Annexure-I for one year required for maintenance of computers and its peripherals..

Whereas the Service Provider has agreed to accept the terms & conditions mentioned as under.

This deed of Agreement witnesses as under :

1. The Service Provider will depute a full time Service Engineer at University office during the contract period.
2. The Service Provider will provide spares, repair of spares, if any, service charges if any which may be needed for computers and its peripherals during the contract services as per the approved rates.
3. The Service Provider will extend Six months working warranty for all spars replaced during contract period.
4. The contract service is not transferable.
5. Payment of the Service Provider will be made on quarterly basis after receiving the bills of all repaired/replaced spares/service charges, if any carried out during the quarter and necessary documentary evidence i.e. certification from the Controlling Officer about the satisfactory working of the repaired computers and its peripherals.
6. The Service provider shall deposit Rs. 5,000/- (Rs. Five Thousand only) as security deposit at the time of execution of agreement.
7. Response time to attend any fault should be less than two days and repair and replacement of the parts should be as per Annexure-E. If the Service Provider will not do the repair of any machines as mentioned in Annexure-E in a specified time then University will be free to get done the repair of work from the outside agency and all the expenses (i.e. repairs, replacement, services and any other) will be deducted from the payment of the Service Provider. In addition to this, penalty will be levied i.e. Rs. 100/- per day.

8. Payment will be made after making deduction on account of down time penalty for the quarter period. Penalty will be calculated on the basis of down time reports from the Controlling Officer. If the services are satisfactory then the payment will be released within 15 days after the expiry of the quarter.
9. No advance payment will be made by this office for the contract service.
10. If the tenderer will not carry out the work within specified period, the security deposit will be forfeited.
11. The Service Provider will attend the complaint as per complaint register maintained by officer in charge. The format of the complaint register is enclosed in Annexure-A.
12. The provision made in the Regulation No.2/2009 shall be binding on the Service Provider. The copy of the rule is enclosed in Annexure-III.
13. The Service Provider shall not make or send offensive, indecent, menacing, nuisance or hoax calls or communications or to cause annoyance, inconvenience or needless anxiety, if it happens the Service Provider shall be entitled to immediately termination of the contract.
14. University will review the services of the contractor after Six months, in case services are not found as per Agreement then University will terminate the Agreement.
15. The Service Provider agreed that infringement of any of the above conditions will result in the termination of the contract. The decision of the Hon' ble Vice-Chancellor shall be final with regard to this contract. If the contract remains inoperative as a result of inaction of the Service Provider, the Hon' ble Vice-Chancellor shall instantly terminate the contract by giving one month's notice to the Service Provider resulting in forfeiture of the security deposit.
16. In case of dispute; the matter shall be decided in Amravati Jurisdiction.
17. The Controlling Officer will be satisfying officer for all repairs and maintenance.

Party No.1 _____

Party No.2 Registrar, Sant Gadge baba Amravati University, Amravati.

Witness :

Party No.1
 (Service Provider)

1) _____

2) _____

Party No.2
 (Registrar)

**Procedure for Maintenance of Computer and its Peripherals by adopting
"Breakdown Service Mechanism"
Regulation 2/2009**

Whereas it is expedient to frame the rules for maintenance of computer and its peripherals, the Management Council is hereby pleased to make the following rules :

- 1) These Regulation may be called "Procedure for Maintenance of Computer and its peripherals by adopting Break Down Service Mechanism Regulation, 2009"
- 2) These Regulation shall come into force with effect from the date of its approval by the Management Council.
- 3) In these Regulation, unless the context otherwise requires, -
 - i) "University" means Sant Gadge Baba Amravati University, established by Maharashtra Universities Act, 1994.
 - ii) "Registrar" means Registrar of the University appointed under the provisions of the Maharashtra Universities Act, 1994.
 - iii) "Computer Center" means Computer Center of University.
 - iv) "Computer and its peripherals" means the Computers, all types of Printers, Scanners, UPS, Networking components, purchased for the University.
 - v) "Service Provider" means a person or a firm with whom the agreement for repairs/services of the Computer and its peripherals is executed by the University.
 - vi) "Controlling Officer" means the Head of Computer Center under whose control the work of repairs/services of the Computer and its peripherals is being carried out.
 - vii) "User" means Head of the Department/ Officer/ Employee under whose supervision the Computer and its peripherals is directly put for use.
 - viii) "Technical Assistant" means designated Technical Assistant post in computer center.
 - ix) "Progress Report" means the six monthly report of execution of Contract Service.
 - x) "Contract Service" means service rendered by the Service Provider under contract of Breakdown Service Mechanism.
- 4) (i) The Controlling Officer shall prepare a list of computers and its peripherals to be covered under Breakdown Service Mechanism. He shall submit the said list for approval of the Hon^{ble} Vice-Chancellor at least two months earlier before expiry of the period of current Contract Service.
 - (ii) The rates shall be approved before the expiry of the contract service provided if under any circumstances, the rates could not get approved, the earlier rates and contract service will be in force for next quarter. In no case the continuity regarding contract service should be broken.
- 5) The Controlling Officer of the university shall invite the tender / quotations as per procedure laid down in the Accounts Code for giving contract service of computers and its peripherals.
- 6) The controlling officer shall maintain complaint register in the prescribed proforma **Annexure-A** and shall make entry of the complaint in the said complaint register
- 7) User will inform the breakdown calls to the Computer Center in the prescribed format as per **Annexure-B**. Technical Assistant shall take the note of repair of computers and its peripherals.
- 8) The Controlling Officer shall inform to the Service Provider as and when the breakdown occur.

- 9) Service Provider shall attend the repair Call to determine problem in the Computer and it's Peripheral. The Service Provider will diagnose the faults in presence of Technical Assistant and shall submit its report in the enclosed format as per **Annexure-C**.
- 10) The Controlling Officer will issue the work-order directly to the Service Provider for the service / repair /replacement from the approved list of the equipments for the faults stated in para 9.
- 11) Service provider shall carryout repair/replacement of spares in presence of Technical Assistant.
- 12) The User and the Technical Assistant shall certify the maintenance carried out by the Service Provider.
- 13) The User shall maintain „Maintenance Cards“ for the equipments in the form as prescribed under **Annexure-D**. He shall maintain all the cards at his office which can be easily made available at the time of inspection.
- 14) The Service Provider shall execute the agreement with the University in the format approved by the Management Council from time to time as per **Annexure-II**
- 15) The agreement shall clearly specify the terms and conditions regarding service contract of the computers and its peripherals.
- 16) The Controlling Officer shall inform the user of the equipment/s the terms and conditions of the contract service.
- 17) The agreement shall specify the cost of the spare parts/repair charges/service charges of the computers and its peripherals for likely failure of components.
- 18) The Service provider shall deposit the replaced spare parts with the Controlling Officer who shall maintain the record of the same to testify the original (old) part is replaced with the new part. The process of disposal of the old parts shall be made as per provisions of the Accounts Code with prior approval of Management Council.
- 19) The Service provider shall submit the bills for the quarterly payment as per agreement.
- 20) The Service provider shall deposit Rs. 5,000/- (Rs. Five Thousand only) as security deposit at the time of execution of agreement.
- 21) The Controlling Officer shall make the provision in the agreement regarding penalty to be imposed on the service provider. Penalty of Rs.100/- per day will be imposed on the Service Provider in the event of violation of the contract service.
- 22) In case of a dispute arising during the period of the contract service of computers and its peripherals, the decision of the Hon“ble Vice-Chancellor shall be final.
- 23) All the disputes arising out of this rules shall be subject to settlement by Amravati Judicature.
- 24) After the completion of Six months of contract service, the Controlling Officer shall submit an progress report of the execution of the contract to the Management Council.

SANT GADGE BABA AMRAVATI UNIVERSITY, AMRAVATI
COMPLAINT REGISTER

Sr.No.	Name of the Item With central stockbook No.	Nature of Break Down	Location of Item	Date on which complaint Reported	Date on which service provider attended the call	Date on which Item repaired	Spare parts replaced	Cost of replaced spare parts / repair/services	Sign & Remark of Company service provider	Sign & Remark of Technical Assistant	Sign & Remark of controlling officer
1	2	3	4	5	6	7	8	9	10	11	12

SANT GADGE BABA AMRAVATI UNIVERSITY, AMRAVATI
PROFORMA OF COMPLAINT

Sr.No.	Name of the Item	Central stockbook No.	Location of Item	Nature of Complaint	Date on which complaint Reported
1	2	3	4	5	6

Date :

Signature of Head of Department/Section Officer

**Diagnosis Call Report of Fault in Computers and its Peripherals
(use in triplicate)**

Name of the Department : _____

Name of the Item with the Central Stock Book No. : _____

Make of Item/Model No. : _____

Model No. (if any) : _____

Serial No. : Old : _____ New : _____

Defect Reported : _____

Diagnosis of the fault :
(Details as per rate quoted in the contract order issued by the university)

Sr. No.	Date	Spare Parts to be replace/repair	Cost of the spare parts	Repair charges, if any	Service charges, if any	Total cost	Remarks

Technical Assistant

User's Signature

Signature of the Service Provider (Stamp)

Controlling Officer

SANT GADGE BABA AMRAVATI UNIVERSITY
MAINTENANCE CARD

- 1) Name of Section / Department :
- 2) Name of the equipment & its make :
- 3) Equipment Number :
- 4) Specifications :
- 5) Manufacturing Year :
- 6) Date of Purchase of equipment
along with bill No.& date :
- 7) Year of purchase of equipment :
- 8) Cost of the equipment :
- 9) Warranty period : from _____ to _____

Particulars of Maintenance / repairs of the Equipment.

Sr. No.	Date	Particulars of repairs	Spare parts replaced	Cost of spare parts	Signature of Service Engineer	Signature of User

SANT GADGE BABA AMRAVATI UNIVERSITY, AMRAVATI

LIST OF EXPECTED FAULTS MAY OCCUR IN COMPUTERS

AND ITS PERIPHERALS

SR. NO.	EXPECTED FAULTS IN COMPUTER/PRINTERS ETC.	SERVICE PROVIDER SHALL REPAIR THE FAULTS WITHIN THE NO. OF DAYS
1.	HARD DISK FAILURES	3 DAYS
2.	FLOPY DISK FAILURES (1.2 MB, 1.44 MB)	2 DAYS
3.	BREAKDOWN OF SMPS (COMPUTER/TERMINAL/PRINTER)	3 DAYS
4.	FAULTS IN MOTHER BOARD/RAM OF THE COMPUTER, PCB OF THE COMPUTER	5 DAYS
5.	FAULTS IN KEYBOARDS	2 DAYS
6.	FAULTS IN PRINTER HEAD (DOT MATRIX)	3 DAYS
7.	REPLACEMENT/REPAIR OF MECHANICAL PARTS OF DOT MATRIX PRINTER (PULLIES, PAPER TRACTOR, KNOBE ETC.)	5 DAYS
8.	FAULTS IN PRINT FRET OF THE LINE PRINTER & FUSER ASSEMBLY OF THE LASER PRINTER	8 DAYS
9.	FAULTS IN THE VARIOUS CARD OF THE LINE PRINTER, LASER PRINTER, SCANNER	5 DAYS
10.	REPLACEMENT/REPAIR OF MECHANICAL PARTS OF THE LINE PRINTER, LASER PRINTER, SCANNER (PULLIES, PAPER TRACTOR, PLASTIC FLAP, RUBBER BELT ETC.)	4 DAYS
11.	FAULTS IN LAMP OF THE SCANNER	8 DAYS
12.	FAULTS IN THE BATTERY	5 DAYS
14.	FAULT IN THE INVERTER/CIRCUIT OF UPS	5 DAYS
15.	ANY OTHER FAULTS	2 DAYS
16.	FAULT IN ROUTER	10 DAYS
15.	FAULT IN SWITCHES (24 PORT, 12 PORT, 8 PORT)	3 DAYS

HEAD,
COMPUTER CENTRE