



GOVERNMENT COLLEGE OF ENGINEERING AURANGABAD CHHATRAPATI SAMBHAJINAGAR

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"In Pursuit of Technical Excellence"

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To,
GECA Notice Board / GECA WEBSITE

GECES/Data center 4306
Date 28 NOV 2025

Sub: - Quotation for the Network and Hardware Maintenance Service Agreement.

Dear Sir/Madam,

You are requested to send yours competitive quotations for the following Service.

Terms and Conditions:

1. The rates quoted should be valid for one year from the date of acceptance of contract with terms And conditions.
2. Applicant should be. Minimum 5 years experience in networking.
3. Proof of registration with company pan, company registration certificate is essential and copies of the proof should be submitted
4. The company should have local office within a radius of 20 kms from our college. Proof of the Same should be submitted.
5. The company should not be black listed by any PSU Banks/Govt. organizations. Self declaration Should be submitted by the authorized official of the company.
6. The quotation should sign each and every paper of the quotation document.
7. The tenderer shall submit the income tax returns for the last 2 financial years. For Turnover of
8. Detailed specifications of the articles you intend to supply should be given. If not according to the Specification, laid down here under.
9. Quotation should be valid for 24 months.
10. No advance shall be paid and No part payment shall be made.
11. The service should be provided by you within 7 days from the date of order.
12. The Payment will be release on quarterly basis (03 months) subject to satisfactory performance Report from the Data Center department
13. **Bid Security / Earnest Money Deposit (EMD):**
 - (a) The Service provider is required to submit Earnest Money Deposit (EMD) of Rs.50000/-. The EMD should be in the form of Demand Draft issued from any Nationalized Bank / Scheduled Bank drawn in favor of Principal, Govt. College of Engineering, Aurangabad, Chhatrapati Sambhajinagar, Payable at Chhatrapati Sambhajinagar
 - (b) The Service provider found without EMD as above shall be summarily rejected.
 - (c) The earnest money shall be refunded to the unsuccessful Service provider after finalization Of the contract. It shall be refunded to the successful Service provider on receipt of the Performance security deposit.
 - (d) No interest shall be paid on the EMD.
14. One service engineer should appointed full time for maintenance purpose. Service provider will Not be given any relaxation in this matter any damage or loss caused by maintenance persons to The institute in whatever form would be recovered from the Service provider.
15. Any damage or loss caused by maintenance persons to the institute in whatever form would be Recovered from the Service provider.
16. Quotations should be in sealed cover and subscribed as "Quotation for Data Center Department" due on: 18-12-2025, at 5 P.M.
17. Service does not to the specifications or it is not found satisfactory, your service/order will be Cancelled immediately
18. Quotations not complying with the above conditions and incomplete one will not be Considered.
19. Right to reject any or all the quotations rights with the undersigned.
20. Network maintenance and Configuration The Contract Holder must maintain the configuration, hardware and cabling relating to the Network(s) in good working order and within any specifications provided by Institute.
21. Managing online classes and meetings.
22. Create any remotely meeting.

Sr. NO.	Specification	Period of Agreement	Rate	Remark
01	<p><u>Network Maintenance Service Agreement to Include –</u></p> <ol style="list-style-type: none"> 01. Technical support for existing work. 02. Urgent and immediate troubleshooting for problems in all active and passive components including switches, firewall and network 03. Managing Sophos XG 350/Any other Firewall specified by intranet. 04. Managing 52 L2 Switches in network 05. Manage 02 L3 Switches 06. Manage WI-FI Network. 07. Manage And Maintain NPTEL Video Server in Data Center. 08. 1500 nodes in the network. 09. Managing WLAN Network. With 30 Wi-Fi router and access point. 10. Manage server 2012r2 with Active Directory (users 3300) 11. Manage Video server in Data Center. 12. Lan connectivity will be maintained. 13. Manage QEEE Server. 14. The Service Engineers should maintain Log Registers for all calls Attended Pending issues/preventive maintenance records and details. 15. Network connectivity (download and upload speeds tests). 16. Administrative password rotation. 17. Provide 24 Hours network helpdesk 18. Respond and Resolve Network Helpdesk queries which includes <ol style="list-style-type: none"> a. Troubleshooting b. Configuration c. Up gradation d. Operational efficiency 19. Preventive maintenance of network. 20. Routine maintenance of network. 21. Facilitate with OE vendors for equipment repairing. 22. Facilitate with OE vendors for equipment procurement. 23. Facilitate with insurance service providers for insurance claims Related to equipment, if insurance agreement exists. 24. Routine equipment inventory check. 25. The Contract proposed is of Non comprehensive nature.(Hardware Device and Material Charges Extra) 26. Facilitate with certification agencies for checking / inspection / Certification of the network for within the norms. 27. In case of switch failure the stand by switch should be provided till The purchase of new switch by client. 28. managing Antivirus server users with 650 clients. 29. Technician must able to handle campus Wifi system 30. <u>Service should be provided for 24*7 (Hours * days)</u> 	24 Months	Rate per Month For One Service Engineers/ Technician	

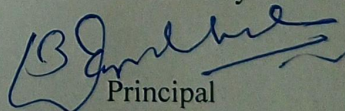
Hardware Maintenance Service Agreement to Include –

- 01 During the Contract period one experienced and qualified Engineer/ Technician who can deal with handling of sophisticated PC / Desktop / Server Laptop Hardware equipments technically and manually is to be posted for during working hours on all working. days and also supported by 24*7 on call maintenance during emergency .
2. During the office hours these representatives will not be allowed to attend any outside calls and will report to which will guide and control his/her/their working.
3. Technical support for existing work.
4. The Service Engineers should maintain Log.Registers for all calls attended Pending issues/preventive maintenance records and details
5. The deputed Engineer(s) / Technician should have sound, experience in software and hardware and 01 years experience of maintenance in AMC items.
6. The Contract proposed is of Non comprehensive nature.
7. Proper call desk should be maintained. and if necessary a person be posted for this work also. If necessary customized software could be utilized for fault reporting and rectification and a PC could be provided exclusively to the Engineer/ Technician for this purpose.
8. Perform routine maintenance on equipment and determine the type of tools needed for repair.
9. Update existing computer equipment so that it will work with new software.
10. Maintain knowledge of computer engineering trends and new technology.
11. Control operations of equipment and systems.
12. Generate equipment and technology to serve user needs.
13. Troubleshoot causes of operating errors.
14. Active learning and critical thinking skills.
15. Strong work ethic.

24
Months

Rate per
Month For
One Service
Engineers/
Technician

Yours faithfully



Principal

Govt. College of Engineering, Aurangabad
Chhatrapati Sambhajinagar